

Ofgem Renewable Heat Incentive Register – External User Guide

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Overview

This is a user guide for commercial, industrial and public sector heat producers using renewable heat technologies in non domestic and multiple domestic properties.

The Renewable Heat Incentive (RHI) is a financial incentive scheme the Government has introduced to significantly increase the proportion of heat that is generated in Great Britain and Northern Ireland through renewable sources.

This document provides a guide to users of the RHI Register, a web-based system which Ofgem has developed to administer the scheme.

Context

The EU's 2009 Renewable Energy Directive obliges the UK to meet 15 percent of heat, transport and electricity consumption from renewable energy by 2020. Renewable energy will help the UK and the EU to meet targets to reduce carbon emissions and improve energy security by making better use of indigenous and non-finite resources. The UK Government also sees great potential in the development of jobs in the green economy.

The objective of the Renewable Heat Incentive (RHI) is to significantly increase the proportion of the UK's heat that is generated from renewable sources; beginning to replace a heat sector that is currently dominated by fossil fuel technologies

The incentive is the first of its kind in the world. The scheme has been designed to incentivise industrial, commercial and public sector installations of emerging technologies generating heat, thus helping to reduce CO2 emissions and strengthening security of supply by reducing dependence on fossil fuels.

To achieve this objective, the Government aims to introduce the RHI in two stages. Stage one began for Great Britain in 2011 and Northern Ireland was introduced in 2013, the RHI is available to non-domestic sectors with eligible renewable heat installations and to producers of biomethane. Through stage two of the scheme, the Government have stated that in addition to expanding the non-domestic scheme it intends to introduce support for the domestic sector. This guide covers the first stage of the release.

This version of the user guide covers accessing the register, how to apply for accreditation, registering fuels and measurements, periodic data submissions and payments. Subsequent updates to this guide will be made available online and can be found at: <http://www.ofgem.gov.uk/RHI>

Associated documents

GB Renewable Heat Incentive Guidance – Volume One: Eligibility and How to Apply: <https://www.ofgem.gov.uk/environmental-programmes/renewable-heat-incentive-rhi/eligibility-rhi>

GB Renewable Heat Incentive Guidance – Volume Two: Ongoing obligations, payments: <https://www.ofgem.gov.uk/environmental-programmes/renewable-heat-incentive-rhi/eligibility-rhi>

Further information and guidance on the Renewable Heat Incentive (GB) can be found at: <https://www.ofgem.gov.uk/environmental-programmes/renewable-heat-incentive-rhi/how-apply-rhi>

NI Renewable Heat Incentive Guidance – Volume One: Eligibility and How to Apply: http://www.detini.gov.uk/final_-_ni_rhi_guidance_-_volume_1_-_eligibility_and_application_2_-2.pdf

NI Renewable Heat Incentive Guidance – Volume Two: Ongoing obligations, payments:

[http://www.detini.gov.uk/final - ni rhi guidance - volume 2 - ongoing obligations-2.pdf](http://www.detini.gov.uk/final_-_ni_rhi_guidance_-_volume_2_-_ongoing_obligations-2.pdf)

Further information and guidance on the Renewable Heat Incentive (NI) can be found at: <http://www.nidirect.gov.uk/rhi>

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Introduction

1.1. Introduction

Before we launched the RHI Register we carried out system usability testing which received positive feedback. However, we are constantly reviewing the system to address any issues and to ensure the functionality continues to meet customer needs and we appreciate any feedback on the RHI Register.

Therefore if you have any comments on user experience and potential improvements to the register please do not hesitate to contact us by email at RHI.enquiry@ofgem.gov.uk

The user guide is designed to assist the owner (or representative owner where there is more than one owner) of a heat generating installation, or the Biomethane producer, to access and interact with the Renewable Heat Incentive (RHI) Register in order to apply for accreditation or registration for their installations and to submit periodic information. As part of the Renewable Heat Incentive there is a requirement to submit periodic information for registered fuels in order to receive appropriate payments.

This user guide is in 12 parts and covers the following areas:

1. Accessing the RHI Register
2. Account management
3. Applying for Accreditation¹
4. Submitting periodic data
5. Viewing fuel information
6. Fuel measurements
7. Periodic data submission history
8. Payment history
9. Declarations
10. Reports
11. Support
12. RHI register and use of data

¹ Producers of Biomethane apply for registration under the scheme. For the purpose of this guide please note that the use of the term 'accreditation' will also refer to 'registration' for Biomethane producers.

1.2. Providing Accurate Information

You must ensure that the information you submit is accurate. If we subsequently find that the data submitted was incorrect, we may need to take enforcement action as set out in Volume Two, Chapter Ten of the RHI Guidance (Compliance and Enforcement Powers).

In order to monitor compliance with the ongoing obligations of the scheme, we (or agents authorised on our behalf), will carry out a programme of site inspections of accredited installations on an ongoing basis.

Receiving a financial gain through knowingly submitting false information could constitute fraud. Irrespective of any action we may take in relation to non-compliance by a participant, where we uncover evidence of possible criminal conduct (for example, fraud), based on the nature of the information we hold, we may refer the case to the relevant authorities for investigation.

1.3. System Availability

In the event that the RHI Register becomes unavailable for a prolonged period then Ofgem may invoke a paper-based contingency system. If Ofgem decides to implement this, details will be available on the Ofgem website, which should be checked for advice in this event. Ofgem will also notify all account contacts.

For those scheme participants without access to the internet, Ofgem will, on request, provide appropriate paper-based forms and documents. On receipt of the relevant documentation, Ofgem will set up and manage accounts on the Register on behalf of these users. As users will still hold an RHI Register account, they will still be subject to the Terms and Conditions of the Register, and will have to provide the appropriate documentation and sign relevant declarations.

1.4. Disclaimer

This document is supporting guidance and should be considered with other relevant documents relating to the RHI scheme. (Please note the Renewable Heat Incentive Scheme Guidance will take precedence over this system user guide).

2. Accessing the RHI Register

Chapter Summary

Outlines how to access the RHI Register and to create and activate a user account. A user account is necessary in order to apply for RHI accreditation.

To open the RHI Register homepage go to your Internet browser and in the address box type in <https://rhi.ofgem.gov.uk>

For your own security, we recommend that you ensure that you have activated a password protected screensaver or system lock if you are leaving your PC unattended whilst you are accessing the RHI Register. When you have finished using the Register, we recommend that you log out of your account and close the browser window.

Please note that there is a time out function applied to the Register after 20 minutes of inactivity, you will then need to log back into your account in order to proceed.

Please use 'PREVIOUS' and 'NEXT' buttons to progress through the account creation process. Do not use the 'Back' or 'Refresh' buttons on your internet browser as it may result in an application error.

Please note: Do not upload your bank details or confidential identification documents (for example: Passport photos) to your RHI application. These are to be sent to our Ofgem postal address that you will be given once you have submitted your application.

Creating an RHI account

NB To create a new RHI account, you must be the Authorised Signatory for your company or organisation. This means that you are either the owner or authorised representative of the owner of the installation. Evidence of this authorisation must be submitted to Ofgem for review when an application for accreditation is made.

1.1. The RHI Register home page allows a user to create a new user account to access the system. To access this, go to your Internet browser and type <https://rhi.ofgem.gov.uk> into the address bar and click enter. Select the option to create a new RHI account.

ofgem E-Serve Renewable Heat Incentive

Home Accessibility Contact us Links

You are here:

Welcome to the Ofgem Renewable Heat Incentive (RHI) Register

The RHI Register website has been developed to allow scheme participants to perform a range of administrative functions required for the RHI scheme.

The RHI Register will allow participants to:

- create and maintain user accounts to gain secure access to the RHI Register;
- apply for accreditation for an RHI eligible installation;
- apply for registration as a biomethane producer;
- maintain details of accredited/registered installations;
- submit periodic information, including meter readings, fuel measurements and sustainability information;
- submit annual declarations; and
- access reports

Enter your login details for the RHI Register

Username

Password

[Create a new RHI Account](#) [Login](#)

[Forgotten Password](#)

[Please click here to view the RHI Scheme Guidance Documents](#)

[View Public Reports](#)

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1.3. The 'Create a new RHI Account' link will take you to a page which informs you that you must be an Authorised Signatory to create an account/submit an application for accreditation, to add/create additional users or sign a declaration. As part of the account creation process the Authorised Signatory is required to provide personal details such as home address and date of birth for the purposes of identity verification.

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Home Accessibility Contact us Links

You are here:

Login

Create A New RHI Account

Forgot Password

View Public Reports

Create a new RHI Account

Please note the following before you create a user account for the Renewable Heat Incentive (RHI) Register:-

- You must be the **Authorised Signatory** to create an account/ submit an application for accreditation or sign a declaration.
- During account creation the Authorised Signatory must provide personal details (e.g. home address and date of birth) for verification and fraud prevention purposes.
- Only the owner or delegated authority (as authorised by the owners) of an eligible installation may apply for support under the Renewable Heat Incentive.
- Please ensure that you have read the RHI scheme guidance as well as the RHI Register User Guide before creating an account and applying for accreditation.
- Ofgem will require personal information (including either a National Insurance Number or UK Passport number) relating to the Authorised Signatory of an account in order to verify their identity and assist in fraud prevention.
- Any accounts that are created on the register and not activated will be deleted after 3 months.

[Next](#)

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Select 'Next' to continue.

1.4. When you click on the 'Next' button you are presented with a screen which allows you to add details to register your account.

The screenshot shows a web form titled "Register your Account". It is divided into two main sections: "Account Details" and "Other Details".

Account Details:

- Name of Account ***: A text input field with an asterisk indicating it is mandatory.
- Account Address ***: A section containing:
 - Account Postcode ***: A text input field with an asterisk.
 - Find Address**: A green button.
 - Account Address List ***: A dropdown menu.
 - Enter your address manually**: A green link.
 - Account Address Line 1 ***, **Account Address Line 2 ***, and **Account Address Line 3 ***: Text input fields, each with an asterisk.
 - Account Town/City ***: A text input field with an asterisk.
 - Account County ***: A text input field with an asterisk.
 - Account Country ***: A dropdown menu with an asterisk.

Other Details:

- Account Contact Telephone Number ***: A text input field with an asterisk.
- Fax**: A text input field.
- Company Registration number or Registered Charity Number**: A text input field.

At the bottom right of the form are two buttons: **Cancel** and **Next**.

Annotations:

- A red oval highlights the "Name of Account *" field.
- A red arrow points from a text box to the "Find Address" button.
- Red arrows point from a text box to the "Next" button.
- A red arrow points from a text box to the "Cancel" button.

Name of Account: This is the name that you wish your account to be known by e.g. your company/organisation name

Enter your Account Address (e.g. company or organisation address) by first entering your postcode.

Then click on 'Find Address'.

If the address or postcode is not found then click onto link to 'Enter your address manually'

Click on 'Next' to proceed or 'Cancel' if you no longer wish to proceed

Mandatory questions are indicated by * and **MUST** be answered in order to continue

1.5. Fill in the fields ensuring that all the mandatory boxes are completed. Click on either 'Next' to continue with creating an account or 'Cancel' button if you wish to cancel account creation.

1.6. When you click 'Next' you will be presented with a screen which allows you to add details for the 'Authorised Signatory' contact of the organisation. The Authorised Signatory is a 'super user' of the system. This is the user who has maximum access rights and permissions for a user account and the only user that can add other contacts to their account. The first contact added to an organisation is always the 'Authorised Signatory'.

1.7. You will be prompted to enter your home address in the same way as for account address previously, by first searching for the postcode. If the postcode is validated by the system it allows you to select the 'Find Address' option **or** if the address is not found you can manually enter the address details. In addition to home address, date of birth is also required. This information will be used to verify your identity.

Please note that the account name and company registration number are not editable once the account has been set up so it is important to ensure they are the correct details.

1.8. Complete all mandatory questions as outlined below and enter a **Username** which must be unique on the RHI Register. You must also select a Secret Question and type in the answer using letters only (no numbers or symbols). This is for identification purposes in case you forget your password.

Ensure you make a note of your username and secret answer for the future as you will need it if you ever forget your password.

Add Authorised Signatory

**** indicates required information**

Personal Details

Title *

First Name *

Last Name *

Middle Initials

Date of birth *

Job Title *

Email Address *

Confirm Email Address *

Email address & confirmation fields required for activation of the account and all future correspondence will be sent by email to this registered address

Other Details

Company Telephone Number *

Fax

Username *

Secret Question *

Answer *

Enter a Username unique to the account and not already registered on the RHI Register

Select a secret question from the drop-down

Enter the answer for identification use

Please select

Cancel Back Next

The answer to the Secret Question must be typed in letters only (no numbers or symbols) and is case sensitive

PLEASE ENSURE YOU MAKE A NOTE OF THIS ANSWER AND KEEP IT SAFE.

New User Account Confirmation

1.9. Once you have confirmed the email address you will receive a screen message confirming that your RHI account is now 'pending activation'; an activation email will be sent to the email address you provided. See below for an example of the screen message, email confirmation and the activation message.

ofgem E-Serve Renewable Heat Incentive

Home Accessibility Contact us

You are here:

Login
Create A New RHI Account
Forgot Password
Public Reports

Confirm Account Details

You are registering with the email address 19@corp.ofgem.gov.uk

Please click to confirm that you wish to create an account on the RHI Register with this email address or click back to amend.

Back Confirm

do-not-reply@ofgem.gov.uk Add to contacts
To UAT.1@hotmail.co.uk

We've added this sender to your safe list. That way you can always see what they've sent you.

Dear Mr Eric Appleby

Thank you for creating an account on the Renewable Heat Incentive system. Please click [here](#) to activate your account, which will then enable you to make a payment to the scheme.

Please note that this activation link will expire in 28 days.

Please contact the RHI Customer Support team at RHInquiry@ofgem.gov.uk or on 0845 200 2122 if you further assistance.

Kind regards,

RHI Team
Ofgem E-Serve
9 Millbank
London
SW1P 3GE
Tel: 0845 200 2122
www.ofgem.gov.uk

Please note: The link to activate your account included in the activation email expires after 28 days OR once you have successfully activated your account by setting a password.

If your account activation link has expired you can still click on the link received by email then you will be taken to the RHI website where you will then see an [option to resend an activation link](#) to your email address.

Any account on which there has not been no activity (e.g. an accreditation application started) will be suspended after 3 months.

ofgem E-Serve Renewable Heat Incentive

You are here:

Login
Create A New RHI Account
Forgot Password
Public Reports

Please provide a password for your account so you can log on to the RHI system

*Indicates required information

Account Details

Password *

Confirm Password *

Continue

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1.13. After 'Submitting' your password, click the 'Continue' button to gain access to your homepage

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Home Accessibility Contact us Links

You are here:

Login
Create A New RHI Account
Forgot Password
View Public Reports

User account is active

Your account on the RHI Register is now active and an email notification has been sent.

Home

Home Page Login

1.14. To log into the RHI Register select the Login option and enter your username and password in the relevant boxes. Select 'Continue' on the log in page.

ofgem E-Serve Renewable Heat Incentive

Home Accessibility Contact

You are here:

Login
Create A New RHI Account
Forgot Password
Public Reports

Log In

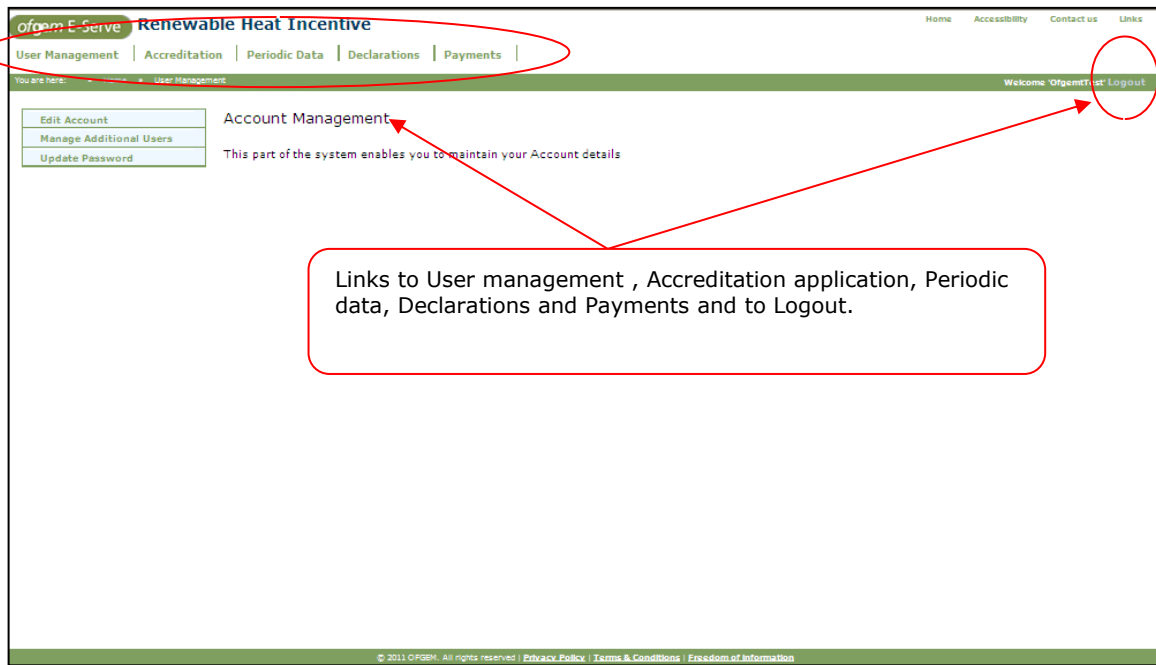
Enter your login details for the RHI system

Username

Password

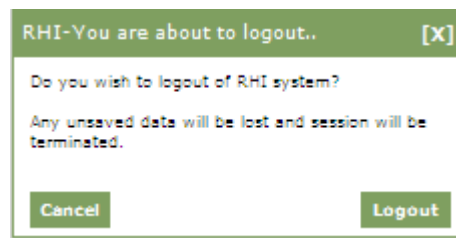
Forgotten My Password Continue

1.15. You will now see your Homepage as shown overleaf. From here you can make an application for Accreditation, manage users on your account via User Management, Submit Periodic data, look at payment history or past declarations.

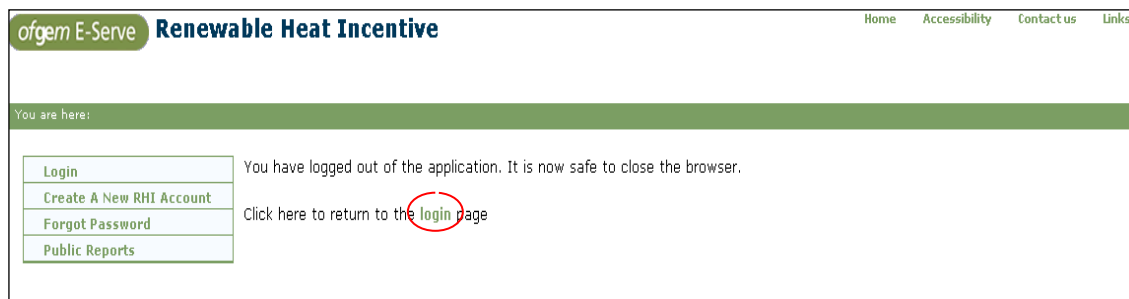


Logout

1.16. There is a log out option on the horizontal menu bar. Click on logout to exit the RHI Register. You will be asked to confirm if you wish to log out as displayed below.



1.17. If you click 'logout' a message is displayed informing you that you have logged out of the application together with a link to return to the login page.



Forgotten Password

1.18. If you have forgotten your password click on the 'Forgotten Password' link on the login page.

ofgem E-Serve Renewable Heat Incentive

Home Accessibility Contact us Links

You are here:

Welcome to the Ofgem Renewable Heat Incentive (RHI) Register

The RHI Register website has been developed to allow scheme participants to perform a range of administrative functions required for the RHI scheme.

The RHI Register will allow participants to:

- create and maintain user accounts to gain secure access to the RHI Register;
- apply for accreditation for an RHI eligible installation;
- apply for registration as a biomethane producer;
- maintain details of accredited/registered installations;
- submit periodic information, including meter readings, fuel measurements and sustainability information;
- submit annual declarations; and
- access reports

Enter your login details for the RHI Register

Username

Password

[Create a new RHI Account](#) [Forgotten Password](#)

[Please click here to view the RHI Scheme Guidance Documents](#)

[View Public Reports](#)

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Click on 'Forgotten Password' link and provide your Username & Email Address.

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Home Accessibility Contact us Links

You are here:

Login
Create A New RHI Account
Forgot Password
Public Reports

Please enter your account details to request a new password

** indicates required information

Account Details

Username

Email Address *

1.19. Select 'Next'.

1.20. You must then provide the answer to your secret question. Enter the answer and click 'Submit'.

The screenshot shows the 'ofgem E-Serve Renewable Heat Incentive' login page. On the left, a menu lists 'Login', 'Create A New RHI Account', 'Forgot Password', and 'Public Reports'. The main content area is titled 'Please answer your secret question' with a sub-header '** indicates required information'. Below this, the secret question is 'What was the name of your second pet?*' followed by a text input field. A red circle highlights the question text, and a red arrow points from a callout box to the input field. The callout box contains the text: 'Enter the answer to the secret question in the **exact** format that it was originally entered'. At the bottom right are 'Cancel' and 'Submit' buttons.

1.21. You will receive an email notification containing an activation link. Please either click on the highlighted link or copy and paste the URL web address link into your main browser page. You will then have to accept the terms and conditions again and you will then be taken to a new page for security purposes you will be asked to select a new password, before you can log into the Register again.

Locked Account

1.22. If you receive the below onscreen message that you have locked your account you will then need to follow the forgotten password link as circled on the left.

The screenshot shows the 'ofgem E-Serve Renewable Heat Incentive' login page with a message: 'Exceeded maximum login attempts'. Below the message, it states: 'You have exceeded the maximum number of login attempts. Due to this your account has now been locked. Please use the "Forgotten Password" link to reactivate your account and reset your password.' A red circle highlights the 'Forgot Password' link in the left-hand menu. A 'Home' button is located below the message.

1.23. You will then be asked to provide your username and email address that you registered with.

The screenshot shows the 'ofgem E-Serve Renewable Heat Incentive' password reset page. The title is 'Please enter your account details to request a new password'. Below this, it says '** indicates required information'. The form is titled 'Account Details' and has two fields: 'Username *' and 'Email Address *'. A red circle highlights these two fields, and a red arrow points from a callout box to the 'Username' field. The callout box contains the text: 'Enter your username and email address and select 'next''. At the bottom right are 'Cancel' and 'Next' buttons.

1.24 You must then provide the answer to your secret question which you would have set upon creating your account. Enter the answer and click 'Submit'.

The screenshot shows the 'ofgem E-Serve Renewable Heat Incentive' login page. On the left is a navigation menu with links: 'Login', 'Create A New RHI Account', 'Forgot Password', and 'Public Reports'. The main content area has a heading 'Please answer your secret question' with a sub-note '**Indicates required information'. Below this is a text input field with the question 'What was the name of your second pet?*' and a 'Submit' button. A red circle highlights the question text, and a red arrow points from a text box to it. The text box contains the instruction: 'Enter the answer to the secret question in the **exact** format that it was originally entered'. At the bottom right are 'Cancel' and 'Submit' buttons.

1.25 After you have successfully entered the above details, you will receive the onscreen message that advises we have sent you a reactivation link to your email address.

The screenshot shows the same login page, but with a success message: 'You have been sent an email notification with an account activation link that you can use to reset your password'. A 'Home' button is visible in the bottom right corner. The navigation menu on the left remains the same.

1.26 You will receive an email notification containing an activation link. Please either click on the highlighted link or copy and paste the URL web address link into your main browser page. You will then have to accept the terms and conditions again and you will then be taken to a new page for security purposes you will be asked to select a new password, before you can log into the Register again.

If at any stage you answer the questions incorrectly and you receive the onscreen message below you will be prompted to contact Ofgem as displayed. Once you have contacted Ofgem our RHI Operations team will then pass on your details to our RHI Fraud and Compliance team who may contact you to verify further details before unlocking your account.

The screenshot shows the login page with an error message: 'Maximum secret question attempts reached'. Below this, it states: 'You have reached the maximum attempt, your account has now been locked.' and 'Please contact the RHI Customer Support team at RHI.enquiry@ofgem.gov.uk or on 0845 200 2122 if you further assistance.' A 'Home' button is located at the bottom. The navigation menu on the left is also visible.

Login as Proxy

1.27 In the event that a User is unable to access the Register, an Ofgem RHI Scheme Administrator is able to carry out tasks on behalf of an Authorised Signatory or Additional User who has an account on the RHI system. The Scheme Administrator when logged in as a proxy user will have the same permissions as the user that they are logged in as.

1.28 In order for a Scheme Administrator to log in as Proxy and access your account you will need to supply them with requested random characters of your password. You should never be expected to supply your **full** password.

3. Account Management

Chapter Summary

Outlines how to maintain and update details of your RHI user account. It covers:

- updating passwords;
- how to create, edit & disable additional users
- editing the account personal details.

It is important to note that any changes in the User Management section will need to be verified by entering your user credentials. You will be required to enter a random 3 characters from your password as shown:

Amending Your Account

Verify User

Please enter the 1,8,9 characters from your password

User Details

Username

TestThirtyone

Password *

?

[Cancel](#) [Continue](#)

Once the password details have been validated a confirmation screen will be displayed as illustrated:

Account details have been changed

Details for RHI account number ORG00000000036 have been amended

[Back](#) [Confirm](#)

The RHI account number, as shown above is a unique identifier on the RHI Register for your organisations account and should be quoted in any correspondence that you send to the RHI team.

User Management

2.1. The User Management section on the top of your account homepage displays a list of options to manage your account. The options available will depend on the user's permission rights. For example, only the Authorised Signatory of the account is able to 'Manage Additional Users' (create or disable any Additional Users).

The screenshot shows the 'User Management' menu in the Ofgem E-Serve Renewable Heat Incentive system. The menu includes options for 'Edit Account', 'Manage Additional Users', and 'Update Password'. A callout box explains that selecting 'User Management' displays the menu of options to manage the account. Another callout box explains that the 'Edit Account' option allows both Authorised Signatory and any Additional Users to view and amend their personal contact details, but only the Authorised Signatory can amend main account information. A third callout box explains that the 'Manage Additional Users' option allows the Authorised Signatory to create, edit, and disable Additional Users. A fourth callout box explains that the 'Update Password' option is available to all users and allows them to change their password whenever required.

Edit Account
Allows both Authorised Signatory and any Additional Users to view and amend their personal contact details. Only Authorised Signatory can amend main account information

Manage Additional Users
Allows Authorised Signatory to create, edit and disable Additional Users

Update Password
This option is available to all users. This allows users to change their password whenever required.

Edit Account

2.2. The edit account option is available to all users. It allows users to view and amend their personal contact details supplied during account creation. Please note that **only** the 'Authorised Signatory' is able to edit details for the **main account** including contact information of Additional Users and adding and removing Additional Users from the account.

Please note: You will not be able to change the main account address if it has been used to define the site installation address of an RHI installation (i.e. is linked to an accreditation application). If this is the case and you wish to update the main account address you will need to contact the RHI team at Ofgem by email RHI.enquiry@ofgem.gov.uk or by telephone: 0845 200 2122

Edit Additional User's Account

2.5. Using the 'Manage Additional Users' option the Authorised Signatory can also edit additional user details or disable their access to the RHI Register. Select 'Manage Additional Users' and the screen will display a list of Additional Users associated to the account as shown below. Select the 'Edit' option against the relevant Additional User and the screen will display that Additional User's account information. The Additional User's account can then be edited by the Authorised Signatory.

Disable Additional User's Account

2.6. To disable an Additional User's access to the RHI Register, select the 'Disable' option against the relevant Additional User, and the screen will display the name of the user. Select the disable button.

It is the responsibility of the Authorised Signatory to manage all their RHI Account Users' access, including disabling accounts when appropriate. For example, when an employee leaves the company. Ofgem is not responsible for managing any account access granted by the Authorised Signatory.

Manage Additional Users

First Name	Last Name	Username	Status			
Ben	Little	TestTwentySeven	Active	Edit	Disable	Reinstate

[Add New](#)

The 'Edit' option allows the Authorised Signatory to amend details of the Additional User Account

The 'Disable' option allows the Authorised Signatory to disable an Additional User Account

The 'Reinstate' option allows the Authorised Signatory to reinstate a previously disabled Additional User Account

Update Password

2.7. The update password option is available to all users. It allows users, once they have logged into the system, to change their password whenever they think it is necessary, although good security protocols suggest that this should be done every 3 months.

4. Applying for Accreditation

Chapter Summary

Outlines how scheme participants can apply for accreditation to the RHI scheme including:

- how to submit the application;
- completion of a partially saved application;
- the viewing/editing of a submitted application;
- uploading documentation;
- submitting the FMS (fuel measurement and sampling) questionnaire;
- responding to queries from Ofgem.

Before completing this section it is important to read the guidance and other supporting documents at www.ofgem.gov.uk/RHI

Please use 'PREVIOUS' and 'NEXT' buttons to progress through Accreditation. Do not use the 'Back' or 'Refresh' buttons on your browser as it may result in an application error. The selection of the 'Next' button at the end of each page of the application will automatically save your answers as you progress through each screen however before exiting the register you must click on 'SAVE AND EXIT' otherwise the answers will not be saved.

Please note that an application for accreditation could take some time to complete. You can save your answers and close your application to resume it again another time by selecting the option 'Save and Exit'.

The screenshot shows the 'Apply for Accreditation' form. It has two main sections: 'HA100 - Name of the installation' and 'HA110 - Installation technology'. The first section has a text input field with a placeholder 'Please enter the name of the installation or biomethane plant.' and a green question mark icon. The second section has a dropdown menu with a placeholder 'Please select'. At the bottom of the form, there are three buttons: 'Cancel', 'Print application', and 'Save and Exit'. To the right of these buttons are two green buttons: '<< Previous' and 'Next >>'. The 'Save and Exit' button and the 'Next >>' button are circled in red.

Please note that for questions that request you choose one or more responses (eg: Q: HH100) it may be necessary to press the 'Ctrl' key on the keyboard if you wish to select multiple answers. This key is below the shift key (an upward facing arrow) on most keyboards:

The screenshot shows the 'Apply for Accreditation' form. It has a section 'HH100 - Using heat generated' with a text input field and a placeholder 'Please select how the heat generated by your installation is used'. To the right of the input field is a list of three options: 'Space heating', 'Water heating', and 'Process heating'. The list is circled in red.

Applying for a New Accreditation

The owner(s) of Renewable Heat Installations can apply for accreditation for their installation under the scheme. Producers of Biomethane can apply under the scheme for registration.

3.1 The Accreditation section at the top of your home screen enables the Authorised Signatory and Additional Users to apply for accreditation and manage their accreditation details.

Ofgem E-Serve Renewable Heat Incentive

User Management | **Accreditation** | Periodic Data | Declarations | Payments

You are here: Home > Accreditation > Apply for Accreditation

Welcome 'Ofgemtest' Logout

Apply for Accreditation
Resume partially completed application
FMS Submission
Edit or view accreditation application

PLEASE READ THE FOLLOWING INFORMATION BEFORE YOU PROCEED WITH YOUR APPLICATION

Please be advised that:

- You must be the designated Authorised Signatory of an account to manage an account, sign declarations associated to the account and to submit applications to Ofgem for review.
- An Authorised Signatory is a person who is authorised to open and use an account with the Ofgem RHI website or provide information to post, submit periodic data and complete the RHI annual declaration. This person must be one of the owner of a renewable heat installation (or in the case of an installation which has multiple owners, the representative owner who has authority to act on behalf of all such owners), a producer of biomethane, or, where the owner, representative owner or producer of biomethane is an organisation, the employee of that organisation who is authorised by the organisation to open and use an account on behalf of that organisation.
- When applying for accreditation, you must provide supporting documentation to a MCS company headed paper.
- Ofgem will require personal details for fraud prevention.
- To receive payments for your installation, you must provide details for a valid bank account. The Authorised Signatory must also agree to the terms and conditions of the RHI in order to open an account.
- You will be provided with a list of documents. Please refer to these for immediate assistance when queries arise.
- Once your application has been submitted, Ofgem will respond to the Authorised Signatory within 20 working days (4 weeks) for simple applications and 30 working days (6 weeks) for complex applications to advise of the accreditation decision taken on your application.
- To complete your application you will need to provide information relating to your installation. This may include details about the type of technology and equipment used, the capacity of the installation, meters installed, the premises where the heat is used and financial information and details of any grant funding obtained.
- When completing an application, the data you enter will be saved by the system every time you progress to a new page. Saved applications can be retrieved via the accreditation menu options.
- Any applications that are created on an account and not submitted within 3 months (since the application was last saved) will be removed from system and you will not be able to retrieve them.
- You will be asked to apply for preliminary accreditation (rather than complete a full application at this stage) if the commissioning date of your installation is more than one month from the present date, and you fall under the following technology/capacity criteria:
 1. Deep geothermal installations at all scales
 2. Biogas installations up to the eligibility limit of 200kWth
 3. Solid biomass and MSW installations above 200kWth only
- You will not receive payments for preliminary applications for the Renewable Heat Incentive.
- Fuelling requirements will be necessary in certain scenarios for Bio energy technologies.

Select the option 'Apply for Accreditation'.

Read the Application Information and if you wish to proceed click on the 'Confirm to Proceed' button.

If you do not wish to proceed with the application select the 'cancel' link

Cancel Confirm to proceed

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3.2. When you select the option 'Apply for Accreditation' you will be presented with a screen which must be read before proceeding. This screen explains that you must be the designated Authorised Signatory of an account to sign the required declarations and submit an application for RHI accreditation. Details of other information that is required to support an application is also provided. You will need to confirm that you have read this page by selecting the 'Confirm to Proceed' button; if you do not wish to continue with the application select the 'Cancel' button to cancel the application.

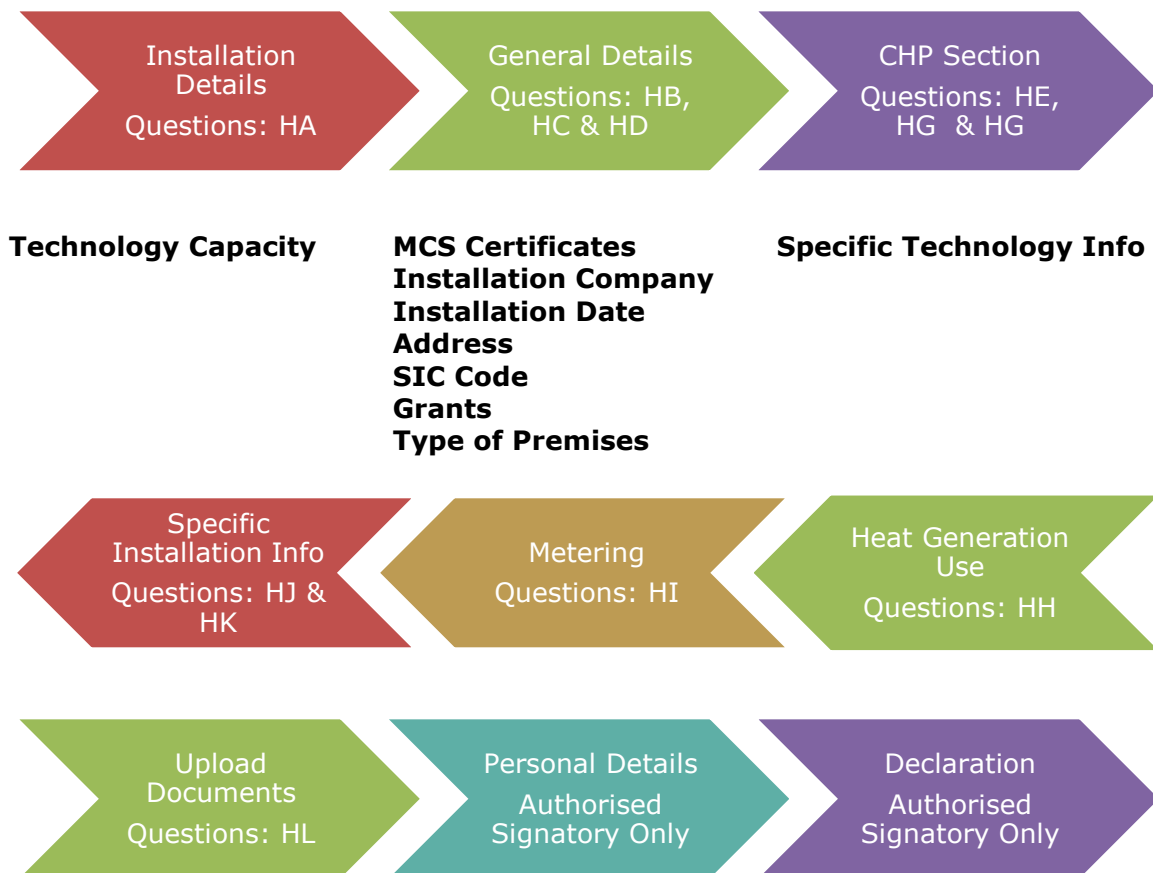
Please note on question HA099 you must select the correct country of installation (England, Scotland & Wales OR Northern Ireland). This is not amendable once selected. If selected in error you will have to cancel the application.

NB: An Additional User can enter details as part of an application for RHI accreditation. However, only an Authorised Signatory can sign the required declarations (see Chapter 4) and submit the application.

3.3. The next sections of the RHI accreditation process will take the user through a series of structured questions required to enable the Ofgem RHI team to make an informed decision with regards to an applications eligibility. The process involves answering a number of questions about the installation. The key eligibility questions include:

- Where the installation is situated (Please note this must be selected correctly at the beginning of the application as this is not amendable. If selected in error you must cancel the application).
- Is it a domestic installation?
- Date of installation/commissioning
- Age of equipment
- MCS certification (Microgeneration Certification Scheme)
- Details of any grants
- Heat transfer medium
- Use of heat – what and where
- Metering
- Technology specific questions

The following flowchart outlines the areas covered during application process:



3.4 If a message is displayed during the application process as a result of answers provided indicating that the installation is not eligible for the RHI scheme, it will not be possible to progress any further through or submit the application. Please note that the answers already provided to earlier questions are automatically saved by the system and can be resumed from that point once you have clarified any eligibility information as necessary.

The screenshot shows the 'Apply for Accreditation' form. A red oval highlights an error message: 'ERR72 - Installation comprises of old equipment. This installation is not eligible for the RHI, as all the plant(s) comprising the installation was/were not new at the time when the installation was completed and first commissioned.' Below the message, there are 'Cancel' and 'Print' buttons. To the right, there are '<< Previous' and 'Next >>' buttons. A red arrow points from a text box below to the error message, and another red arrow points from a text box below to the 'Next >>' button.

Apply for Accreditation

ERR72 - Installation comprises of old equipment

This installation is not eligible for the RHI, as all the plant(s) comprising the installation was/were not new at the time when the installation was completed and first commissioned.

Cancel Print

<< Previous Next >>

Message displayed indicating that installation is not eligible for RHI.

Next button is not active therefore unable to progress any further

3.5 Saved applications can be viewed through the 'Resume Partially Completed Application' menu option. The User will be returned to the last question answered when the application was saved (see point 3.10 for further information).

3.6. Please note that the answers provided during the course of the application will determine the subsequent questions asked and any associated answer validations. Therefore, because of this link, if answers are edited, errors may be returned as the new answer may result in a mismatch with eligibility rules and/or other answers already provided. The screenshot below illustrates an example of this. In this case the capacity of a solar thermal installation was changed from 150kWth to 200kWth resulting in an error message as this capacity is ineligible for support in the RHI.

Please ensure any answer relating to capacity is in kWth.

The screenshot shows the 'Apply for Accreditation' form. A red oval highlights an error message: 'HA130 - Solar thermal installation equal to or greater 200 kWth. Solar thermal installations with an installation capacity equal to or above 200 kWth are not eligible for the RHI.' Below the message, there are two input fields: 'HA120 - Installation capacity' and 'HA130 - Re-enter the installation capacity'. Both fields have the value '200' entered. To the right of the first field is a green question mark icon. Below the input fields, there are '<< Previous' and 'Next >>' buttons.

Apply for Accreditation

HA130 - Solar thermal installation equal to or greater 200 kWth. Solar thermal installations with an installation capacity equal to or above 200 kWth are not eligible for the RHI.

HA120 - Installation capacity

Please enter the installation capacity in kWth

200

HA130 - Re-enter the installation capacity

Please re-enter the installation capacity in kWth

200

<< Previous Next >>

Any error message displayed will prevent you from progressing through the application process and the information will need to be corrected before you can proceed.

Please note that Solid Biomass installations situated in Northern Ireland are restricted to below 1MWth. For more information please see Guidance Volume 2, Chapter 3, Table 2: Eligible technology and sizes and technology specific criteria.

3.7 Some answers will cause a 'warning message' to appear which will advise the user to check/confirm information entered and although you are not prevented from progressing you should check the information correct. For example if you enter an installation capacity lower than 5 kWth then a warning message will appear checking that you have entered the correct value, as displayed below:

The screenshot shows the 'ofgem E-Serve Renewable Heat Incentive' interface. The left sidebar contains links: 'Apply for Accreditation', 'Resume partially completed application', 'FMS Submission', and 'Edit or view accreditation application'. The main content area is titled 'Apply for Accreditation'. A warning message is displayed: '- WARN2 - Installation capacity lower than 5 kWth'. Below this, a text box contains the message: 'Please check and confirm that the installation capacity is correct.' To the right of the text box is a radio button labeled 'Yes'. At the bottom of the main content area are buttons: '<< Previous', 'Next >>', 'Cancel', 'Print application', and 'Save and Exit'.

Submitting an Application

3.8. The User should complete all the relevant questions and after confirming their personal details and signing (accepting) the Declaration (see Chapter 4), click on the 'Submit' button. This will take the user to a screen to validate their password and then, by selecting 'Continue', they will be taken to a screen which allows the user to 'Submit', 'Print' or 'Save and Exit' the application as shown:

The screenshot shows the 'ofgem E-Serve Renewable Heat Incentive' interface. The left sidebar contains links: 'Apply for Accreditation', 'Resume partially completed application', 'FMS Submission', and 'Edit or view accreditation application'. The main content area is titled 'Submit the accreditation application'. A message states: 'You have now completed all the relevant sections of the application. If you are happy with the information provided, please submit the application. Once the application has been submitted, it will be passed onto the RHI team for review. You will not be allowed to make any changes to the application unless you obtain permission from the RHI team.' Below the message are buttons: '<< Previous', 'Submit', 'Print application', 'Save and Exit', and 'Cancel'.

3.9. If the User selects 'Submit' then the system will confirm that you have successfully submitted your accreditation application and you will be asked to submit the installation owner's bank details and ID verification information by post to Ofgem as shown:

The screenshot shows the 'ofgem E-Serve Renewable Heat Incentive' interface. The left sidebar contains links: 'Apply for Accreditation', 'Resume partially completed application', 'FMS Submission', and 'Edit or view accreditation application'. The main content area is titled 'Accreditation application successfully submitted'. A message states: 'You have completed and submitted your application for the RHI Accreditation. We will contact you within 20 working days (4 weeks) for simple applications, or 30 working days (6 weeks) for complex applications, to provide an update on progress. Please keep a note of your RHI reference number RH10000000799 as you will need this in any correspondence. If you are applying for pre-accreditation for your installation, please contact us when the installation is commissioned to provide us with the commissioning date and the meter readings.' Below the message is a section titled 'Submission of bank details' with a message: 'Thank you for completing your RHI accreditation application. If this is your first RHI application, you now need to submit (on separate pages), both your identity details and the prospective participant's (i.e. owner of the installation) UK bank account details to Ofgem for verification. If you have already submitted this information to Ofgem then please ignore this message.' At the bottom, a message states: 'Please provide, on your organisation/company headed paper, the details listed below. Please also provide proof that the bank account is held in the name of your organisation/company. The proof should be dated within the last three months, show company/organisation name and address, sort code and account number and be on bank headed paper (e.g. a bank statement). Please send these details to: Ofgem, RHI Compliance Team, 9 Millbank, London, SW1P 3GE.'

Ofgem will review the application and accredit the generating station where all legislative requirements are met.

Please note any delay in sending your Bank or ID Verification details will result in a delay in processing your application.

Resume a Partially Completed Accreditation Application

3.10. The 'Resume a partially completed application' menu option allows users to return to a partially saved application that they did not complete. The User is returned to the last question that they answered prior to closing the application.

3.11. Select the menu option 'Resume a partially completed application', a screen listing all partially completed accreditation applications is displayed, as shown below.

Applications showing as 'In Progress' can be amended, continued & cancelled by an Additional User as well as an Authorised Signatory.

Applications showing as 'Awaiting declaration' can only be continued by an Authorised Signatory.

Select either Continue or Cancel

Selecting Cancel will delete the application from the system and the screen overleaf will be displayed, requesting confirmation of cancellation

RHI Number	RHI Installation Name	Date Created	Created By	Date Last Saved	Last Saved By	Application Status	Continue Application	Cancel Application
test1	test1	28/06/2012	Barbara Appleby	28/06/2012	Barbara Appleby	In Progress	Continue	Cancel

Cancel accreditation application

Please confirm if you wish to proceed with the cancellation.
If you cancel your application, all information entered thus far will be deleted from the system.
It will not be possible to retrieve this information at a later date.

Confirm cancellation **No, return to application**

Please note: Saved Applications are removed from the system if they are not submitted within 3 months of the last saved date and cannot be recovered.

View/Edit Accreditation Details

3.12. The View/Edit menu option allows users to view or amend their application once it has been submitted **or** approved.

3.13. If the submitted application is being reviewed by the Ofgem RHI team then it will have an Application Status of 'In Review' and is not editable by the applicant however it can be 'released' back to the applicant by the Ofgem RHI team so that changes can be made. The status of the application will then be displayed as 'With applicant'.

Edit or View accreditation applications

RHI Number	Installation name	Application submitted date	Accredited date	Application status	Accreditation status	View option
RH00000000045	ABCDE	02/09/2011	02/09/2011	Submitted	Pending	View
RH00000000049	Bromley	02/09/2011	02/09/2011	Withapplicant	Pending	View

Cancel

Submitted Applications:

Changes can be made to any part of the application but only if the status is 'With applicant'

Approved applications:

Changes **cannot** be made to information relating to technology and capacity. All other information can be edited at any time.

Select 'view' to amend the application

Scroll to the bottom of the page and select 'Edit' to access and amend the application

HM150	Authorised signatory - Address line 3	
HM160	Authorised signatory - Town/City	BRISTOL
HM170	Authorised signatory - County	Avon
HM180	Authorised signatory - Postcode	BS6 5SX
HM190	Non - domestic : company house registration number	404162
HM200	Non - domestic : company house registration name	Ofgem 13
HM210	Non - domestic : company address	Flat 14 Wyatt Park Mansions Streatham Hill LONDON SW2 4RN
HM240	Company Telephone Number	02079011000

Edit Cancel

3.14. The user will be asked to enter the reason for editing the accreditation application. User's will need to navigate through the whole application form by selecting the 'next' button in order to make changes to the selected questions. Once they have made their changes they will need to continue through the rest of the form by selecting the 'next' button until they reach the end of the form. The Authorised Signatory will need to 'sign' the declaration again and resubmit the edited application for Ofgem to review as the changes **may affect the accreditation status** of any approved applications.

3.15. Clicking on the cancel link will cancel the edit of the application, however please be aware that the application does not return to it's previous submitted status but will be saved as a partially completed application. The user will need to click on the 'Resume partially completed application' in the menu bar, select the particular application and progress it through the application process by selecting the 'next' button at the bottom of each page. The Authorised Signatory will need to click in the 'I accept' box on the declaration and then they will be able to re-submit the form.

3.16. Additional Users may edit an application but will not be able to re-submit as only the Authorised Signatory may 'sign' the declaration and submit applications for review.

NB: Approved accreditation applications can be edited however installation technology and capacity information is not editable.

View Submitted Applications

3.17. The Edit or View Accreditation menu option lists all your submitted applications. By selecting the 'View' link beside the relevant application you are able to view details of that application.

Uploading Documents

3.18. After completing the relevant sections of the application relating to your installation you will be asked to upload relevant documents as your supporting evidence as shown below.

HL99 - Uploading documents

You've completed the questions, now we need you to upload documents as evidence to support your application.

On this part of the application form you will see requests for documents that are specific to your application and also requests for others which are required from all applicants such as a schematic diagram of the heating system. All of the documents that we require as evidence must be uploaded in PDF format.

To help you with this it's essential to see our web page for advice. It shows you the full list of documents that must be uploaded by all applicants, gives help with converting documents to PDFs, has templates that you can use for some of the documents and also gives details for a guide with screenshots and instructions for how to upload them. Go to our 'How to Apply' web page by clicking on 'Help and Guidance' at the top right of the screen.

One final thing - as part of your application we need to verify your identity and bank details. Please note that unlike other evidence documents, these must not be uploaded to the RHI Register but instead must be posted to us. On the 'How to Apply' web page you'll see a section about ID and Bank Details. It has a link to a form which explains exactly what information you should send us together with address details for posting. You must post this information to us as soon as you have submitted your application form.

[<< Previous](#)[Next >>](#)

All uploaded documents need to be in **PDF format** only. You may need to save the relevant documents that you have to your computer desktop or C drive before you will be able to upload them or convert them to PDF files.

Please note: Do not upload your bank details or confidential identification documents (for example: Passport photos) to your RHI application. These are to be sent to our Ofgem postal address that you will be given once you have submitted your application.

Amending your documents to PDF files can be done by using any of the following methods:

- Request the step by step screenshot or video guide from the RHI Accreditation team by emailing RHI.Enquiry@ofgem.gov.uk
- Download Adobe Acrobat reader software free online
- Using a free online file converter from your chosen file format (usually MS WORD) to PDF.

Upload Documents

HL100-1 - Upload the letter of offer

Please upload the letter of offer from the grant making body.

Uploaded Document : GuestSDK1.pdf

HL110-1 - Evidence that the grant has been surrendered

Please supply evidence that the grant has been surrendered.

Uploaded Document : GuestSDK_New1.pdf

<< Previous Next >>

Cancel Print application Save and Exit

Upload documents from your computer by selecting the browse button and searching for the document.

Click 'Next' to continue

NB: Please ensure that you append version numbers to any documents that you upload so that the RHI Accreditation team can review your newly submitted document without delay.

Submit FMS (Fuel & Measurement Sampling) Questionnaire

3.19. After you have completed and submitted your application for RHI Accreditation, dependent on the answers you have provided in your application, you may be asked to submit an FMS (fuel and measurement sampling) questionnaire. For more information on the FMS questionnaire please refer to the link under Associated Documents on page 2 of this guide.

You can complete the FMS questionnaire immediately after the submission of your application, or at a later date by selecting the FMS questionnaire submission from the menu bar on the left hand side of the screen, as shown:

Accreditation application successfully submitted

You have completed and submitted your application for the RHI Accreditation. We will contact you within 7 working days to provide an update on progress. Please keep a note of your RHI reference number [RHI0000000070] as you will need this in any correspondence.

If you are applying for pre-accreditation for your installation, please contact us when the installation is commissioned to provide us with the commissioning date and the meter readings.

Submission of bank details

Thank you for completing your RHI accreditation application. You now need to submit the installation owner's UK bank account details to Ofgem. Please email the details below to rhiaccreditation@ofgem.gov.uk, or send by post, if you have selected the option to post all supporting documentation to Ofgem.

RHI Bank Account Details

RHI Account Number -
RHI Application Number -
Bank Name -
Bank Branch -
Bank Sort Code -
Bank Account Name -
Bank Account Number -

Please note that failure to supply this information within the next 7 days may delay your RHI payment. The Bank Account Name provided must be the same as the owner of the installation and your application may be subject to verification by a third party.

Upload FMS questionnaire

According to your answers provided in your accreditation application, you need to complete an FMS questionnaire. You can either do this now, or at a later date by selecting the 'Submit FMS Questionnaire' option from the menu.

[Home](#) [Print application](#)

Apply for Accreditation	Renewable Heat Incentive - Accreditation This part of the system enables you to maintain your accreditation details
Resume partially completed application	
FMS Submission	
Edit or view accreditation application	
Download Submission Template	

- Click on 'Upload FMS Questionnaire' immediately after application submitted
- **OR**
- Select 'FMS Submission' from the menu bar: Screen will display applications which require FMS questionnaire completion
- Click on hyperlink to 'Download Submission Template' & download the questionnaire
- Complete the form ensuring that ALL mandatory questions are answered
- Save the form and convert to PDF file.
- Select 'Upload' and browse for the relevant document to upload.

FMS Submission

RHI Number	Installation name	FMS Questionnaire	By Post
RHI0000000070	fox	Upload	☐

[Download FMS Submission Template](#) [Continue](#) [Cancel](#)

Please be aware that if submitting an FMS questionnaire is a requirement of your application, Ofgem will not proceed with reviewing your application until the FMS questionnaire has been submitted.

3.20. Once the FMS questionnaire has been uploaded you will receive a confirmation message explaining that your FMS questionnaire submission was successful.

Respond to Queries from Ofgem

3.21. Once the User has submitted an accreditation application, it becomes available to Ofgem for review. During the review process, it is possible for Ofgem to send queries back to the applicant in relation to the submitted application.

3.22. All queries will be raised via email which will be sent to the applicant. Where this is a request to edit an answer on the application, this **must** be addressed by editing your submission on the RHI Register to support efficient and accurate processing.

3.23. If there is a query on the application, the application status will read 'With applicant' and you should go into the application to review the application from the beginning of the questions and then amend the relevant details as requested. In some cases it may be necessary for you to just respond to the queries by email, if so this will be indicated when the query is raised.

3.24 Please note that you must submit all information that directly relates to your installation via the RHI Register. This will help to ensure data integrity, a proper audit trail and minimise the time taken to process your application. N.B The bank account information and ID Verification details form is an exception to this as it must be printed, completed and posted to us. There could also be other exceptional circumstances when you may be asked to provide data or documents via email or post.

5. Submitting periodic data for all technologies

Chapter Summary

This chapter outlines how to add and edit periodic data, including meter readings. Information on the actual data which must be submitted, depending on the size and type of installation, is provided. Information on when data should be submitted is also provided.

What is periodic data?

Once an installation is accredited, or a producer of biomethane registered, participants will need to submit information on a regular basis as an ongoing obligation and in order for Ofgem to calculate the appropriate payment. Information required will include:

- Heat output data
- Supporting meter readings
- Fuel data (for certain bioenergy installations)
- Biomass sustainability information (for certain solid biomass installations or biomethane producers).
- Quarterly Heat Loss (if required)

This information is referred to as '**periodic data**'.

Periodic data must be provided for all accredited RHI installations and biomethane producers. Participants with more than one accredited installation will need to provide periodic data separately for each installation.

For biomethane producers, it is energy and volume measurement rather than heat output data and meter readings which are required.

Please note if your application has not yet been accredited you will still need to take meter readings at the appropriate frequency. This will enable accurate payments to be made if the application is approved.

Dependant on your metering arrangements, it should only take between 5 to 20 minutes to complete your submission and in order to maintain security and accuracy we require you to complete your submission in one session, **therefore it is important to have all the information ready for the submission because it is not possible to save a submission half way through and return to it at a later date.**

Information required for Submission

- Heat output data
- Supporting meter readings for each midified meter (as a PDF file upload if more than 10 meters)

And for certain bioenergy installations

- Fuel Use data
- Sustainability reporting (1MW + solid biomass)
- Heat Loss Information

Periodic data can be submitted for any installation with an accreditation application in a submitted state and not in either a 'withdrawn' or 'terminated' status.

PERIODIC DATA SHOULD BE SUBMITTED:

QUARTERLY – If the installation capacity is less than 1MWth or for Biomethane Installations.

MONTHLY – If the installation capacity is greater than or equal to 1MWth.

Meter readings must be taken within three days, either side of the submission period end date, and these metering should be submitted via the Register within one month of this period end date'

For certain technologies, or capacities, you will also be required to submit fuel measurement data at the end of the quarter (see Chapter 3). Also, for certain installations a Quarterly Heat Loss figure may be required.

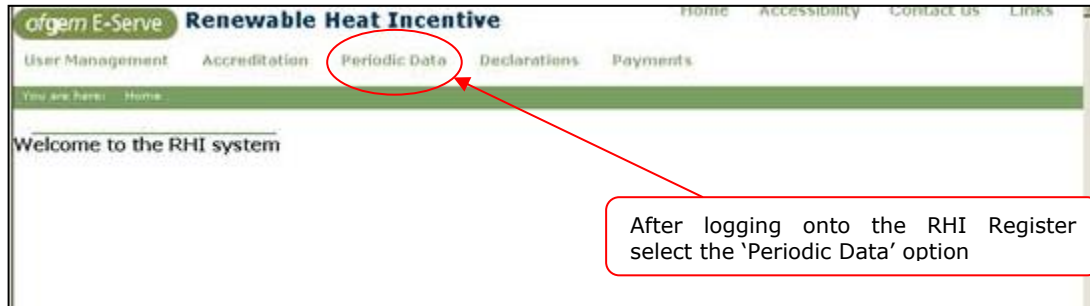
If you have no eligible generated heat readings for a particular period, you will still need to submit 'zero' readings for that period.

Dependant on the previous answers you have submitted as part of your accreditation application, the installation would have been classified as simple/standard or complex/multiple. Split period submissions will be required if an installation changes it's classification and/or if there has been the accreditation of additional capacity within a period, as long as the change(s) have occurred after the application has been approved. (See submitting 'split period' periodic data for these periodic data submissions).

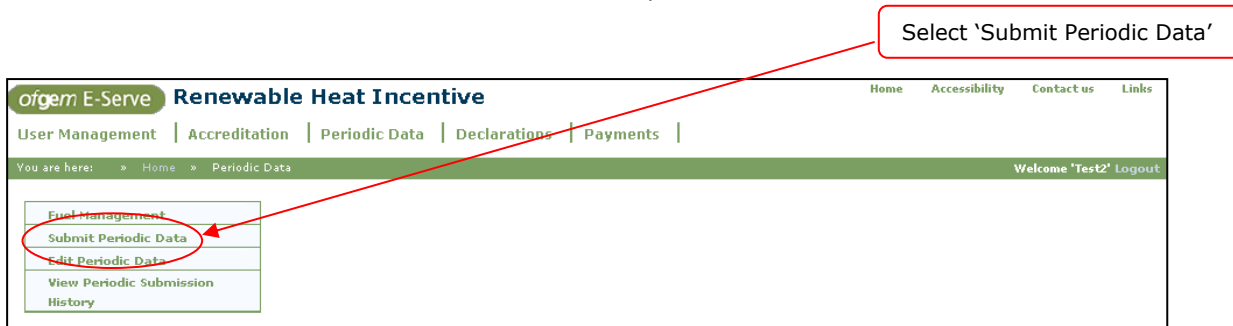
The options for 'Cancel', 'Print' and 'Back' are available on some screens. 'Cancel' will take the user to the main periodic data entry facility without saving any entered or edited data.

Submitting Monthly and Quarterly periodic data

- 2.1 To add periodic data you will need to log in to the RHI Register and select 'Periodic Data' at the top of the screen.



- 2.2 Select 'Submit Periodic Data' to add periodic data.



- 2.3 The following message will be displayed.

Periodic Data Submission

PLEASE READ THE FOLLOWING INFORMATION BEFORE YOU PROCEED WITH SUBMITTING PERIODIC DATA

Please be advised that:

You should ensure you have all necessary information ready with you for this periodic data submission before you begin entering information.
You will only be able to submit the periodic data once you have completed all required fields – since it is not possible to save a submission half way through and return to it at a later date, if you cannot complete all fields the data entered will be lost.

NECESSARY INFORMATION

All participants will need to supply:

- Heat output data
- Supporting meter readings for each notified meter (as a PDF file upload if >10 meters)

As appropriate for certain bioenergy installations:

- Fuel use data
- Sustainability reporting (1MW+ solid biomass)

Please see Guidance Volume 2 for specific details <http://www.ofgem.gov.uk/RHI>

In the case of 1MW+ installations, heat output data and supporting meter readings will be required monthly, but fuel use data and sustainability reporting (as appropriate) will only be required at the end of each quarter – i.e. every third month.

Cancel Continue

Select 'Continue'

- 2.4 After you have selected 'Continue', a list of the installations which are related to your account and eligible for periodic submission will be displayed. Hover over the installation to view the full name.

Fuel Management
Submit Periodic Data
Edit Periodic Data
View Periodic Submission
History

Periodic Data Submission

Please select the installation

Please select

RH10000000285 | SB >1MW simple Test
RH10000000286 | MSW >1MW Simple Test
RH10000000287 | SB >1MW Date Test
RH10000000288 | Darvell East Log Boiler System K
RH10000000289 | SB 600kW Complex Test
RH10000000290 | MSW >1MW Complex Test
RH10000000291 | Dantoss Heat Pump
RH10000000292 | WSHP Test
RH10000000293 | MSW 500 kW Test
RH10000000294 | Hawthbush Farm

Cancel

Select the relevant installation and submission period from the drop down menu and then select 'Continue'

- 2.5 Only submission periods for which a submission has not already been made will be available. For monthly submissions the month you will be submitting data for will be underlined.

Fuel Management
Submit Periodic Data
Edit Periodic Data
View Periodic Submission
History

Periodic Data Submission

Please select the installation

RH10000000126 | MSW >1MW Complex Test

Submission period

29 March 2012 - 28 June 2012

29 March 2012 - 28 April 2012
29 April 2012 - 28 May 2012
29 May 2012 - 28 June 2012

Cancel Continue

For monthly submissions you must submit the earliest data first. The month underlined is the month for which your data is being submitted

- 2.6 Once you have selected the installation, the available submission periods will be shown automatically. After selecting the relevant installation press 'Continue'.

Fuel Management
Submit Periodic Data
Edit Periodic Data
View Periodic Submission
History

Periodic Data Submission

Please select the installation

RH10000000382 | MSW 600 C 4988

Submission period

19 October 2012 - 18 January 2013

Cancel Continue

Select 'Continue'

The information required for each technology will be displayed.

Installation Details

Installation name:

Reg 16 Matrix

RHI0000003431

Enter your heat output data here

☐ Estimated periodic submission

Heat output data

Heat used for eligible purposes (kWhth)

100

Heat generated by the installation (kWhth)

100

Total heat used on the heating system (i.e. total heat used for eligible and ineligible purposes) (kWhth)

100

Quarterly Heat Loss Figure

123

Meter Readings

Meter serial number	Meter description	Meter reading	Meter reading date	Estimated
120	120	10	27/12/2013	☐

Eligible heat output

100.0

Qualifying percentage

100

Enter your meter readings here. If there are more than 10 readings there is an option to upload a document. Please **save the document as a pdf**. Please make sure the Meter reading date is not in the future and in the format dd/mm/yyyy

Select if your readings are estimated. You will be required to provide a reason at a later stage.

If Fuel Measurements need to be entered this option will be displayed please refer to Chapter 3 on how to enter fuel measurements

If you have more than 10 meter readings to submit then you will need to upload your readings into a spreadsheet which can be found at

<http://www.ofgem.gov.uk/e-serve/RHI/meter-readings/Pages/index.aspx>

Please note, you will not be required to submit meter reading data if your installation is Biomethane.

- 2.7 If your installation is a Ground Source Heat Pump or Water Source Heat Pump you will be asked to answer the following questions which will be on the periodic data submission screen.

Electricity consumed by the heat pump(s)(kWh)		?	kWh of electricity consumed by the source pumps and/or fans		?
kWh of electricity consumed by the emitter fans and/or pumps		?	Back-up heaters integral to the heat pump system (kWh)		?

For GSHP and WSHP you will be asked to provide information required by DECC or DETI dependent on the location of the installation.

- 2.8 After selecting 'Submit' on the Periodic Data Submission screen the following screen is displayed. **The details you have just entered will appear in read-only format.**

[Fuel Management](#)
[Submit Periodic Data](#)
[Edit Periodic Data](#)
[View Periodic Submission History](#)

Periodic Data Submission

Installation Details

Installation name: MSW 600 C 4988
RHI Id: RH10000000382

☐ Estimated periodic submission

Heat output data

Heat generated by the installation(kWhth)
Heat used for eligible purposes(kWhth)

Heat generated by all the plants supplying heat to the heating system(kWhth)

Meter Readings

Meter serial number	Meter description	Meter reading	Meter reading date	Estimated
WM1	Test	100	10/2/2013	☐
SM1	Test	100	10/2/2013	☐

Eligible heat output
Qualifying percentage

The system calculates and displays the eligible heat output in kwh units and the qualifying percentage based on the information entered

After reviewing data entered select 'Confirm' to proceed and complete the Submission

The details entered will appear in read - only format. You can 'Amend' the inputted data by selecting Amend.

Eligible heat output and qualifying percentage based on the data entered are shown. This calculation is only shown at the end of every quarter.

Periodic Data Submission – Exceptions

- 2.9 If any of the entered data is highlighted as an exception, this will be displayed and a summary of the exception provided. In order to proceed you must provide a reason against each exception raised.

The screenshot shows the 'Periodic Data Submission' page. On the left is a sidebar with links: Fuel Management, Submit Periodic Data, Edit Periodic Data, View Periodic Submission History, and a 'You are here' breadcrumb trail: Home > Periodic Data > Submit Periodic Data. The main content area has a green header 'Periodic Data Submission'. Below it is a table with two columns: 'Exception' and 'Reason'. The 'Exception' column contains the text: 'Heat generated by the installation is exactly the same as the heat output data submitted for the previous period.' The 'Reason' column contains an empty text input field. Below the table are two buttons: 'Continue' and 'Back'. Red circles highlight the 'Reason' input field and the 'Continue' button. Red arrows point from these circles to external text boxes.

Select 'Continue'

You must enter a reason for each

- 2.10 Once you select 'Continue' you will be asked to verify your submission by entering your user credentials. **(If no exceptions have been triggered you will be taken straight to the verification step).** You will be required to enter three random characters from your password as shown below.

The screenshot shows the verification page. On the left is the same sidebar as in the previous screenshot. The main content area has a green header 'Periodic Data Submission'. Below it is the text: 'Please enter characters 1, 3 and 9 from your password.' followed by a sub-header 'User Details'. There are two input fields: 'Username *' containing 'Test5' and 'Password *' which has three character input boxes. Below the password field is a 'Continue' button. Red circles highlight the password character input boxes and the 'Continue' button. Red arrows point from these circles to external text boxes.

You will then have to enter certain characters from your password as a security check

Select 'Continue'

Please note if you input your password incorrectly more than three times then your account will be locked and you will need to contact the RHI team.

Once the password details have been validated, a confirmation screen will be displayed as illustrated.

Fuel Management	Periodic Data Submission Periodic data has been submitted successfully and will be reviewed by Ofgem Input more periodic data Finish
Submit Periodic Data	
Edit Periodic Data	
View Periodic Submission	
History	

You then have the option to 'Input more periodic data'. Selecting this option will return you back to the page in which you can select an installation

Select the option to 'Finish'

Submitting 'Split Period' periodic data

Split periods occur when an installation changes from **simple/standard to complex/multiple or vice versa**. You are required to enter data that corresponds to the changes made to the installation.

Once you have selected your installation and the relevant submission period for which an installation change has been made, the system will generate the relevant split periods. Select 'Continue'.

Fuel Management	Periodic Data Submission Please select the installation Submission period 03 July 2012 - 02 October 2012 03 July 2012 - 20 July 2012 21 July 2012 - 02 October 2012 Cancel Continue
Submit Periodic Data	
Edit Periodic Data	
View Periodic Submission	
History	

Data must be entered for when the installation was simple/standard and then for when it was complex/multiple, or vice versa.

This table shows the possible scenarios and the readings that should be submitted:

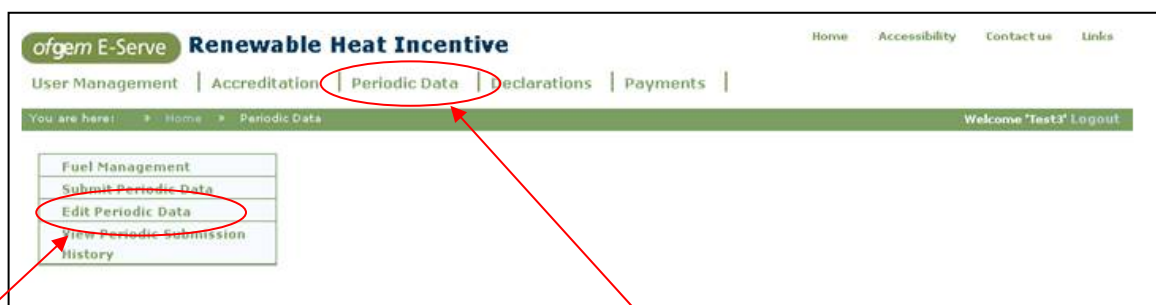
Scenario	Readings which need to be submitted (the register will list your submission period dates for each scenario within the quarter)
Installation changes from <u>simple/standard to complex/multiple</u> in the middle of a period	1) When the installation was simple/standard 2) When the installation was complex/multiple
Installation changes from <u>complex/multiple to simple/standard</u> in the middle of a period	1) When the installation was complex/multiple 2) When the installation was simple/standard
Installation changes from <u>simple/standard to complex/multiple</u> in the last three days of the period	1) For the period in which the change occurs submit data for when the installation was simple/standard 2) From the following period onwards submit data for when the installation was complex/multiple
Installation changes from <u>simple/standard to complex/multiple</u> in the last three days of the period	1) For the period in which the change occurs submit data for when the installation was complex/multiple 2) From the following period onwards submit data for when the installation was simple/standard

Editing previously submitted periodic data

If a hold has been put on the periodic data submission by Ofgem, then you will be unable to edit your submission until it has been 'unlocked'. You will need to contact the RHI team at Ofgem to 'unlock' the submission so you can edit it.

All periodic data, once submitted, will be locked automatically and can only be unlocked by the RHI team.

To edit previously submitted periodic data select the periodic tab and then select Edit periodic data



Select 'Edit Periodic Data'

Select the 'Periodic Data'

After selecting periodic data the screen below will be displayed, select continue to edit your previously submitted data.

Ofgem E-Serve Renewable Heat Incentive

Home Accessibility Contact us Links

User Management | Accreditation | Periodic Data | Declarations | Payments |

You are here: Home > Periodic Data > Edit Periodic Data Welcome Tests Logout

Fuel Management
Submit Periodic Data
Edit Periodic Data
View Periodic Submission History

Periodic Data Submission

PLEASE READ THE FOLLOWING INFORMATION BEFORE YOU PROCEED WITH SUBMITTING PERIODIC DATA

Please be advised that:

You should ensure you have all necessary information ready with you for this periodic data submission before you begin entering information.
You will only be able to submit the periodic data once you have completed all required fields – since it is not possible to save a submission half way through and return to it at a later date, if you cannot complete all fields the data entered will be lost.

NECESSARY INFORMATION

All participants will need to supply:

- Heat output data
- Supporting meter readings for each notified meter (as a PDF file upload if >10 meters)

As appropriate for certain bioenergy installations:

- Fuel use data
- Sustainability reporting (1MW+ solid biomass)

Please see Guidance Volume 2 for specific details <http://www.ofgem.gov.uk/RHI>

In the case of 1MW+ installations, heat output data and supporting meter readings will be required monthly, but fuel use data and sustainability reporting (as appropriate) will only be required at the end of each quarter – i.e. every third month.

[Cancel](#) [Continue](#)

Select the 'Periodic Data' tab

Select continue

6. Adding/Deleting and Viewing Fuel Information

Chapter Summary

This chapter outlines how to add fuel information to the RHI Register against specific accredited installations. Details of how to delete and view fuel measurement information are also provided.

Before completing this section it is important to read the Renewable Heat Incentive Guidance – Volume Two: Ongoing obligations, payments: GB:

<http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?docid=23&refer=e-serve/RHI> or for NI: http://www.ofgem.gov.uk/E-SERVE/RHI/METER-READINGS/Documents1/RHI_Guidance_document_Vol_Two.pdf

Please Note: Fuel information and fuel measurements must be added, before periodic data can be submitted, for the following technologies (of certain capacities):

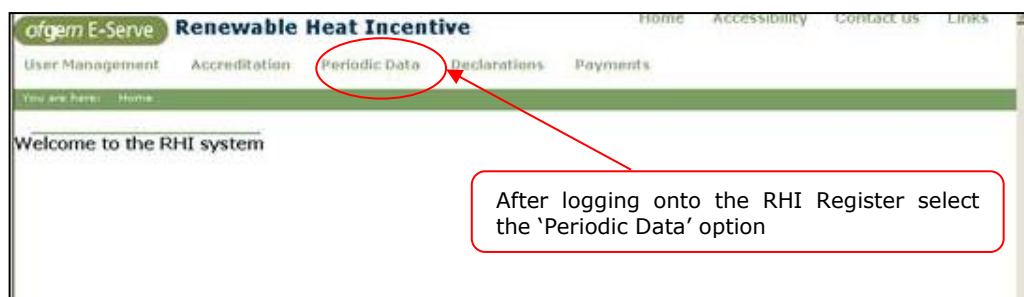
- Municipal Solid Waste (MSW) (of any capacity)
- Solid Biomass (of a capacity greater than 1MWth – Great Britain Only),
- Biomethane
- Biogas (of any eligible capacity AND the installation uses either Gasification or Pyrolysis to convert biomass feedstock into biogas AND the installation uses feedstock contaminated with fossil fuel)

For all other installations or capacities, no fuel information needs to be added.

The options for 'Cancel', 'Print' and 'Back' are available on some screens. 'Cancel' will take the user to the main periodic data entry facility without saving any entered or edited data.

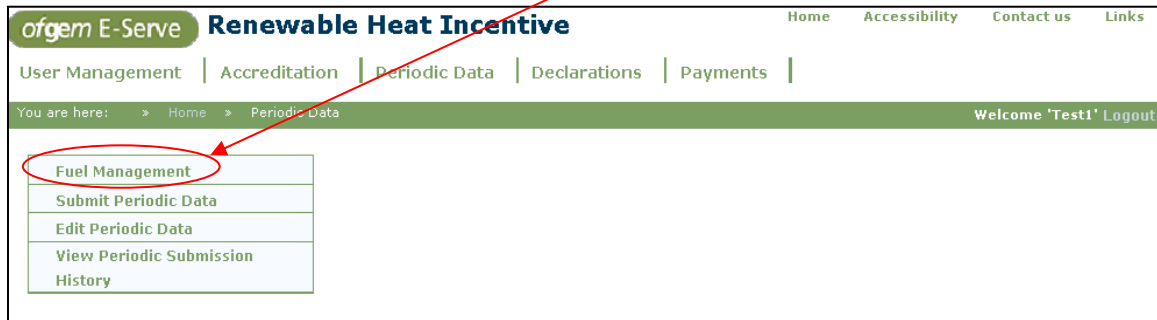
Adding fuel information for fuels used in a specified period

- 3.1 The Periodic Data tab at the top of the screen enables an Authorised Signatory and Additional User to add fuel information.



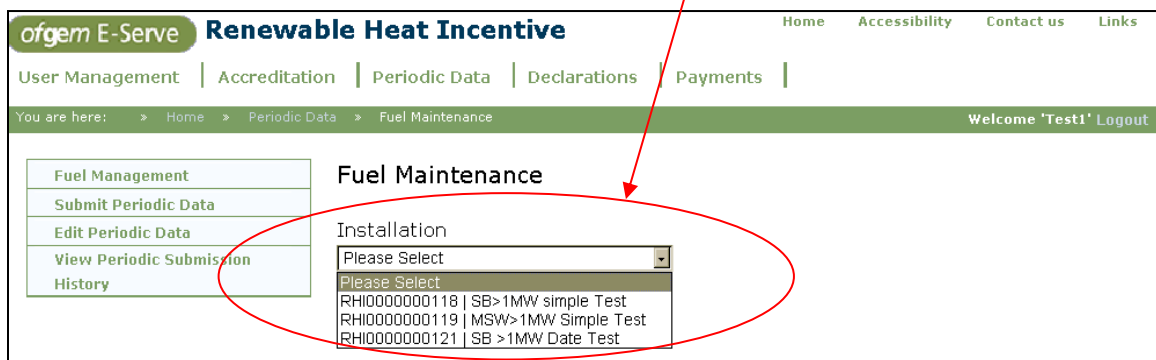
3.2 Select 'Fuel Management'.

Select the 'Fuel Management' option

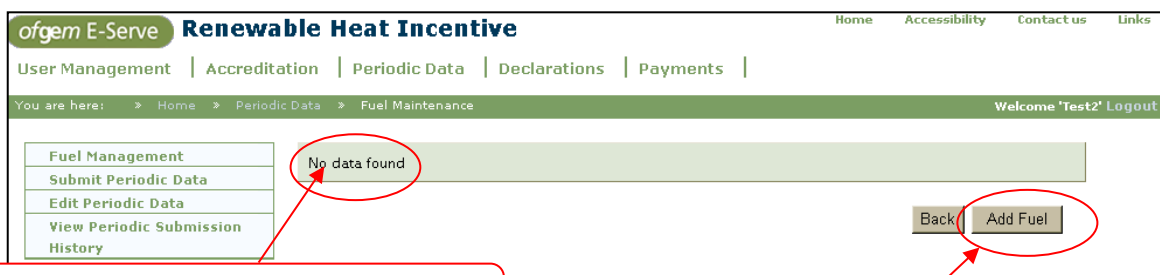


3.3 Select the relevant installation for which you want to add fuel information.

Select the relevant installation from the drop down menu. **(Note only installations which require fuel information to be added will appear in the menu)**



3.4 The below screen will be displayed for you to add the fuel information.



When the first fuel measurement is being added 'No data found' will appear

Select 'Add Fuel'

3.5 After selecting 'Add Fuel' the screen will display a pre-defined list of fuel types and fuel names as shown below.

All of these fields are mandatory. The same fuel cannot be entered twice for one installation.

The acceptance of the new fuels may be subject to a review of the installation's Fuel Measurement and Sampling regime. Prior to agreement, use of any unapproved/unaccepted fuel will produce a periodic data exception which will require authorisation by Ofgem before any payment can be made.

For every fuel that has more than one different sustainability information, you will be required to submit the information separately.

If the fuel or fuel type you wish to add is not listed here, please contact us via 0845 200 2122 or email RHI.periodicdata@ofgem.gov.uk

Fuel Details

Installation
35kW biomass CooperOffice

Please complete the details below, and then click OK

* fields are mandatory

Fuel Type *

Fuel Name *

Fuel Reference *

Fuel Category *

Notes/Comments *

Unique 'Fuel Reference' is automatically generated but can be edited if necessary

The reference is the fuel name followed by the number, in order, that fuel has been added. For example the first time that fuel has been entered it will be '-1', the second time '-2'. This includes deleted fuels (eg Household waste -1)

Select the 'Fuel Type' from the drop down menu

Select the 'Fuel Name' from the drop down menu

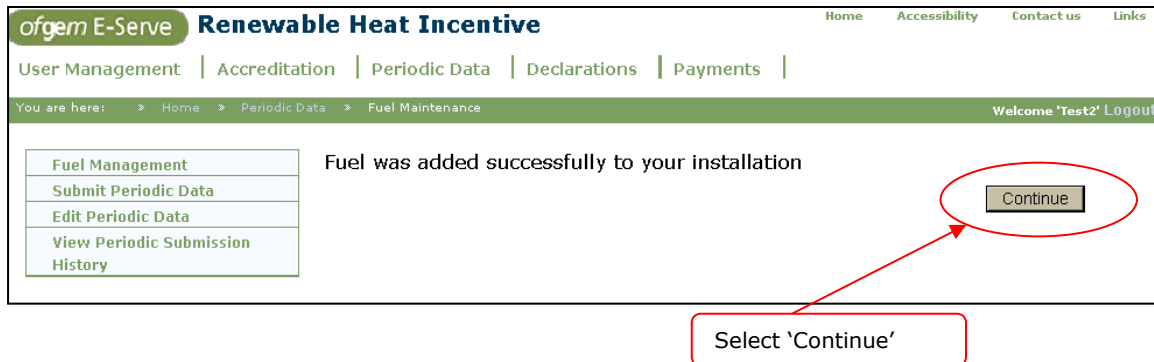
Select the 'Fuel Category' from the drop down menu

Please enter any relevant 'Notes/Comments'

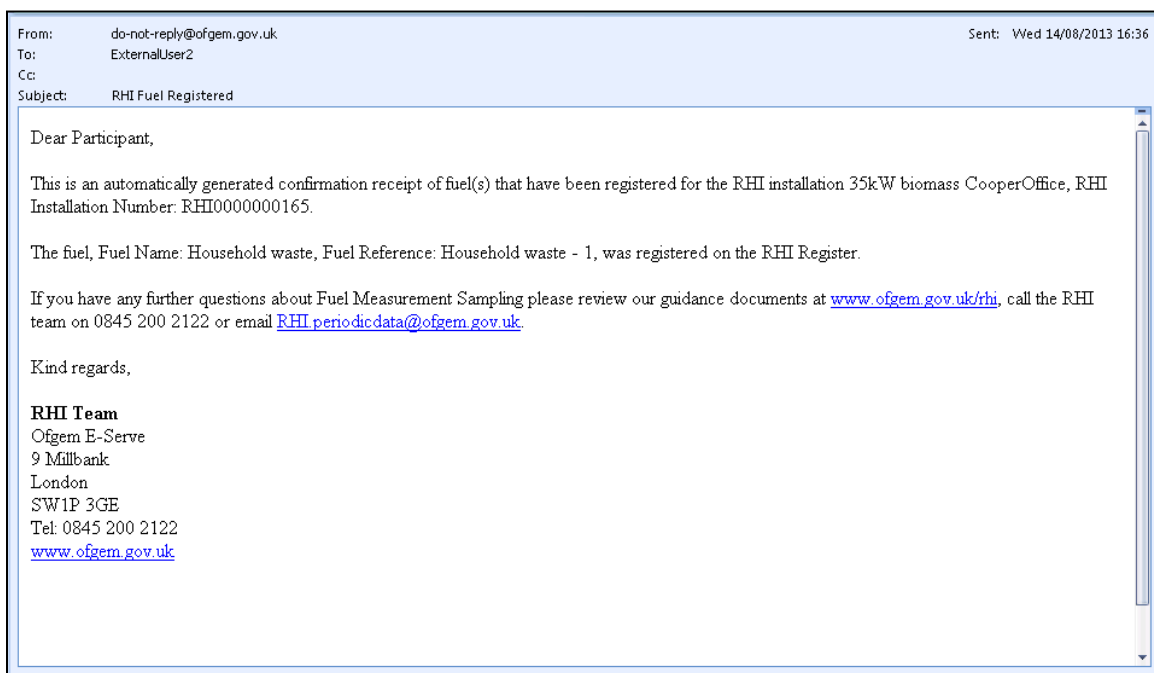
Once all of the information has been entered select 'Submit'

If the fuel or fuel type you wish to add is not listed here, please contact us via 0845 200 2122 or email RHI.PeriodicData@Ofgem.gov.uk

- 3.6 Once all the relevant, mandatory fields are completed, select 'Submit' and the fuel information will be saved.



The above screen will be displayed confirming the fuel information was successfully added. An email will be generated and sent to the Authorised Signatory as shown below.



Deleting and viewing previously entered fuels

There is no option to 'edit' a registered fuel. You need to delete and add a new fuel. This new fuel will be given a new reference number.

3.7 The option to view and delete fuel is available for each registered fuel.

3.8 Select 'Periodic Data'.

After logging onto the RHI Register select the 'Periodic Data' option

The screenshot shows the Ofgem E-Serve Renewable Heat Incentive interface. The navigation menu at the top includes 'User Management', 'Accreditation', 'Periodic Data', 'Declarations', and 'Payments'. The 'Periodic Data' option is highlighted with a red circle. A red arrow points from a text box to this circle. Below the navigation menu, there is a breadcrumb trail: 'You are here: > Home > User Management'. The main content area is titled 'Account Management' and contains a table with three rows: 'Edit Account', 'Manage Additional Users', and 'Update Password'. To the right of this table, there is a section titled 'Account Management' with the text 'This part of the system enables you to maintain your Account details'.

3.9 Select 'Fuel Management'

Select the 'Fuel Management' option

The screenshot shows the Ofgem E-Serve Renewable Heat Incentive interface. The navigation menu at the top includes 'User Management', 'Accreditation', 'Periodic Data', 'Declarations', and 'Payments'. The 'Periodic Data' option is highlighted with a red circle. A red arrow points from a text box to this circle. Below the navigation menu, there is a breadcrumb trail: 'You are here: > Home > Periodic Data'. The main content area is titled 'Fuel Management' and contains a table with four rows: 'Fuel Management', 'Submit Periodic Data', 'Edit Periodic Data', and 'View Periodic Submission History'. The 'Fuel Management' option is highlighted with a red circle.

3.10 Select the relevant installation from the drop down menu.

The screenshot shows the Ofgem E-Serve Renewable Heat Incentive interface. The navigation menu at the top includes 'User Management', 'Accreditation', 'Periodic Data', 'Declarations', and 'Payments'. The 'Periodic Data' option is highlighted with a red circle. A red arrow points from a text box to this circle. Below the navigation menu, there is a breadcrumb trail: 'You are here: > Home > Periodic Data > Fuel Maintenance'. The main content area is titled 'Fuel Maintenance' and contains a table with four rows: 'Fuel Management', 'Submit Periodic Data', 'Edit Periodic Data', and 'View Periodic Submission History'. To the right of this table, there is a section titled 'Fuel Maintenance' with a dropdown menu labeled 'Installation'. The dropdown menu is open, showing a list of installations: 'Please Select', 'RH100000001118 | SB>1MW simple Test', 'RH100000001119 | MSW>1MW Simple Test', and 'RH10000000121 | SB >1MW Date Test'.

(Please note registered fuels can only be deleted if no periodic data has been submitted for that fuel).

3.11 To view the details of a fuel select the 'View' tab.

The screenshot shows the Ofgem E-Serve Renewable Heat Incentive interface. The top navigation bar includes 'Home', 'Accessibility', 'Contact us', and 'Links'. Below this is a menu with 'User Management', 'Accreditation', 'Periodic Data', 'Declarations', and 'Payments'. The breadcrumb trail indicates the user is in 'Home > Periodic Data > Fuel Maintenance'. A sidebar on the left contains links: 'Fuel Management', 'Submit Periodic Data', 'Edit Periodic Data', 'View Periodic Submission History', and 'History'. The main content area features a table with columns: 'Fuel Name', 'Fuel Type', 'Fuel Reference', 'Fuel Category', and an action column. The first row of data shows 'Household waste' as the fuel name, 'Municipal waste' as the type, 'Household waste - 1' as the reference, and 'Solid' as the category. In the action column, the 'View' button is circled in red. Below the table are 'Back' and 'Add Fuel' buttons. A red callout box with an arrow pointing to the 'View' button contains the text: 'Select 'View' to view the details of the registered fuel'.

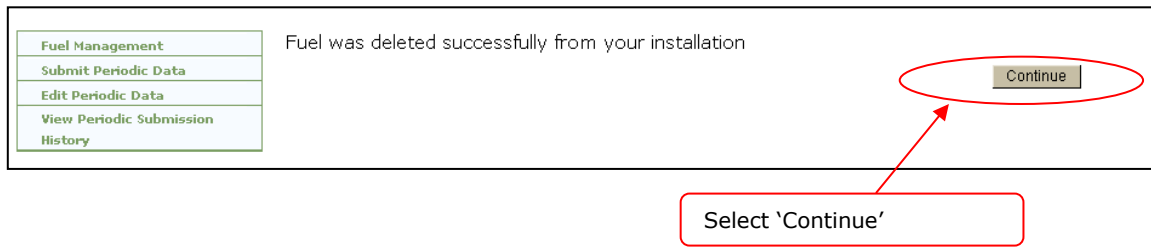
3.12 To delete a fuel select 'Delete'.

This screenshot is identical to the previous one, showing the same interface and table. However, in the action column of the table, the 'Delete' button is now circled in red. A red callout box with an arrow pointing to the 'Delete' button contains the text: 'Select 'Delete' to delete the registered fuel'.

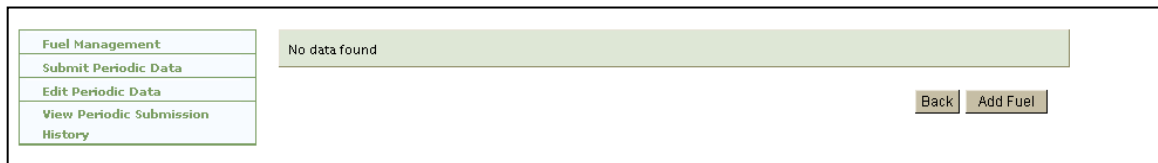
3.13 You must then confirm the deletion by selecting 'Yes'. If you do not want to continue with the deletion select 'No'.

The screenshot shows a 'Confirm Delete' dialog box. The title bar is green with the text 'Confirm Delete' and a close button '[X]'. The main text area contains the question: 'Are you sure you want to delete Household waste with reference Household waste - 1?'. At the bottom, there are two buttons: 'Yes' and 'No'. A red callout box with an arrow pointing to the dialog box contains the text: 'You must then confirm or decline this selection'.

- 3.14 The message below will be displayed confirming that you have deleted the selected fuel.



- 3.15 The deleted fuel should no longer appear in the list of fuel information and you will therefore not be able to select it when submitting periodic data.



7. Add/Edit Fuel Measurements for Fuels

Chapter Summary

This chapter outlines how to add, edit, delete and view fuel measurements to the RHI Register for previously registered fuels. Information on how to submit sustainability data for required installations is also provided.

Please note fuel information must be added for certain installations before fuel measurements can be added. See chapter 5 for details on adding fuel information. Fuel measurements are added during periodic data submission.

Fuel measurements must be added, before periodic data can be submitted, for the following installations (and capacities):

- Municipal Solid Waste (MSW) (of any capacity)
- Solid Biomass (of a capacity greater than 1MWth – Great Britain Only)
- Biomethane (If you are submitting fuel measurement data for a biomethane installation for the first time please contact Ofgem)
- Biogas (of any eligible capacity AND the installation uses either Gasification or Pyrolysis to convert biomass feedstock into biogas AND the installation uses feedstock contaminated with fossil fuel)

For these fuels you will be required to submit data at the end of the quarter.

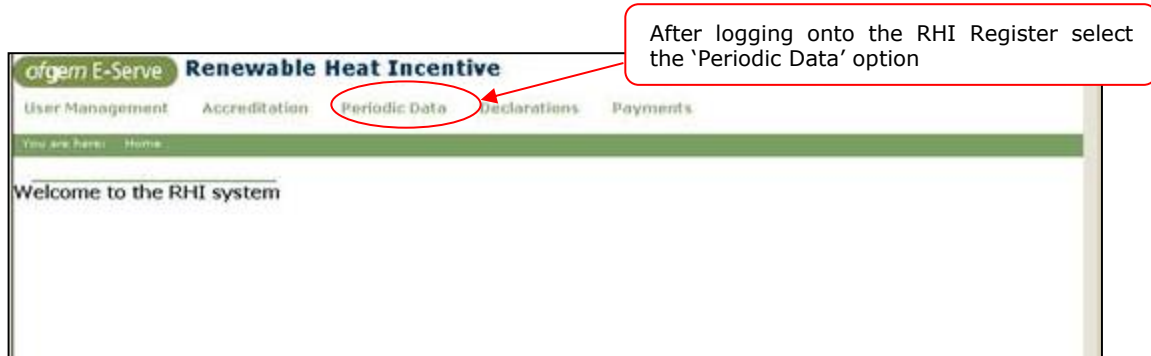
For all other installations or capacities, please go straight to section 4 and follow 'Submitting Periodic Data for All Technologies'.

Please remember fuel measurements can only be added for fuel types which have already been registered with Ofgem.

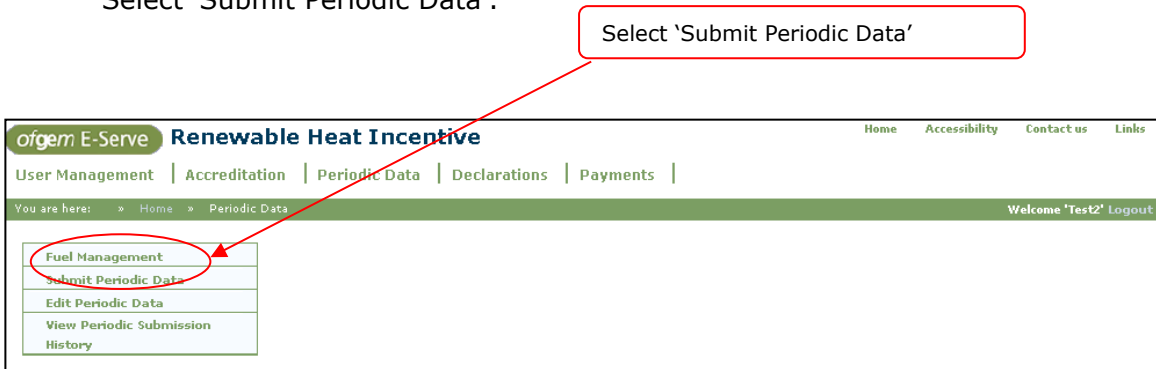
The options 'Cancel', 'Print' and 'Back' are available on some screens. 'Cancel' will take the user to the main periodic data entry facility without saving any entered or edited data.

Adding fuel measurements for fuels used in a specific period

- 4.1 To add new fuel measurements for a periodic data submission, select the 'Periodic Data' tab at the top of the page.



Select 'Submit Periodic Data'.



- 4.2 After selecting Submit Periodic Data you will be asked to ensure you have all of the necessary information together for the submission, including heat output data and meter reading data (and for specific technologies fuel use data and sustainability information) as **you will not be able to save a submission part way through** and return to it. Once you have checked you have the information needed for the submission, select 'Continue'.

Periodic Data Submission

PLEASE READ THE FOLLOWING INFORMATION BEFORE YOU PROCEED WITH SUBMITTING PERIODIC DATA

Please be advised that:

You should ensure you have all necessary information ready with you for this periodic data submission before you begin entering information.
You will only be able to submit the periodic data once you have completed all required fields – since it is not possible to save a submission half way through and return to it at a later date, if you cannot complete all fields the data entered will be lost.

NECESSARY INFORMATION

All participants will need to supply:

- Heat output data
- Supporting meter readings for each notified meter (as a PDF file upload if >10 meters)

As appropriate for certain bioenergy installations:

- Fuel use data
- Sustainability reporting (1MW+ solid biomass)

Please see Guidance Volume 2 for specific details <http://www.ofgem.gov.uk/RHI>

In the case of 1MW+ installations, heat output data and supporting meter readings will be required monthly, but fuel use data and sustainability reporting (as appropriate) will only be required at the end of each quarter – i.e. every third month.

[Cancel](#) [Continue](#)

Select 'Continue'

- 4.3 After selecting continue you need to select the relevant installation and submission period.

Ofgem E-Serve Renewable Heat Incentive

Home Accessibility Contact us Links

User Management | Accreditation | Periodic Data | Declarations | Payments |

You are here: Home > Periodic Data > Submit Periodic Data Welcome 'Test2' Logout

[Fuel Management](#)
[Submit Periodic Data](#)
[Edit Periodic Data](#)
[View Periodic Submission History](#)

Periodic Data Submission

Please select the installation

Submission period

[Cancel](#) [Continue](#)

Select the relevant installation and submission period from the drop down menus

Select 'Continue'

- 4.4 At the bottom of the screen in which you enter your periodic data, select 'Enter Fuel Measurements'.

WMa4	Test Data			☐
WMa5	Test Data			☐

Submit Cancel Print **Enter Fuel Measurements**

At the bottom of the page in which you enter the data select the 'Enter Fuel Measurements' tab.

- 4.5 After selecting 'Enter Fuel Measurements', the screen below will be displayed to enter your fuel measurements.

- 4.6 Once you have filled in your measurements select 'OK'.

Periodic Data Submission

Please complete the details below, and then click OK button
* fields are mandatory

Fuel Measurements

Fuel Reference	Please select	Energy Contribution (EC)	
Fossil Fuel Contamination %		Quantity of Fuel	
Energy contribution of contamination		Quantity Unit of Measure (UOM)	Tonne
		Gross Calorific Value (GCV)	1
		Gross Calorific Unit of Measure (UOM)	

OK Cancel Print

Select 'Fuel Reference' From the drop down menu

Enter 'Quantity of Fuel'. This must be a value greater than 0

Select 'Quantity Unit of Measure' from the drop down menu. If no Unit is selected the system defaults to 'Tonne'. For Biomethane the Unit must be

Enter 'Fossil Fuel Contamination %'. This must be a value greater than 0 but less than 100. You can enter up to 12 decimal places

Enter 'Gross Calorific Unit of Measure (UOM)'. This must be a value greater than 0. For Biomethane the Unit must be kWh/m3. If no Unit is selected the system defaults to 'MJ/Kg'. Please ensure compatible with Quantity Unit of Measure

Select 'OK' once you have entered all of the relevant information

Please note for those installations using biomass with a capacity of more than 1 MWth (Great Britain Only) **and** where fossil fuel is **not** used for ancillary purposes and the Biomass is not contaminated with Fossil Fuel then there is no requirement to supply Gross Calorific Value (GCV) information and the system will automatically default to 1.

If your installation is solid biomass, of a capacity greater than 1MW, or Biomethane then you will also be required to enter sustainability data. You should input this data on the same screen as your Fuel Measurements. See 'Adding fuel measurements for fuels used in a specific period' for details.

- 4.7 Once you have selected 'OK' the screen below will appear. You now have the option to add a further fuel measurement if you wish or continue to the periodic data submission.

Periodic Data Submission

Select 'Add New Fuel Measurement' if you need to add measurements for another fuel

Options are given to 'View' the details of the submission, 'Edit' the submission and 'Delete' the submission

	Fuel Reference	Quantity of Fuel	Quantity Unit of Measure (UOM)	Gross Calorific Value (GCV)	Gross Calorific Unit of Measure (UOM)	Energy Contribution (EC)	Fossil Fuel Contamination %	Energy contribution of contamination
View Edit Delete	Other solid biomass - 1 Other solid biomass	100.000000000000	Tonne	1.000000000000	Not required	100.000000000000	12.000000000000	12.000000000000

Continue Periodic data submission Print

Once you have finished entering you Fuel Information select 'Continue Periodic data submission' to enter the relevant data to complete your periodic data submission.

Adding sustainability information for fuels used in a specific period

Sustainability information must be added for **Solid Biomass installations** with a **capacity greater than 1MWth** (Great Britain Only) and **Biomethane Producers** :

4.8 Once you have finished entering your data select 'OK'.

The screenshot shows the 'Sustainability Data' form with the following fields and annotations:

- Country of origin**: A dropdown menu with 'Please Select' as the current value. An annotation points to it: 'Select 'Country of Origin' from the drop down menu'.
- Country of purchase**: A dropdown menu with 'Please Select' as the current value. An annotation points to it: 'Select 'Country of Purchase' from the drop down menu'.
- Biomass derived from waste**: A checkbox. An annotation points to it: 'Check if relevant'.
- By-product**: A checkbox. An annotation points to it: 'Check if relevant'.
- Land use**: A text input field. An annotation points to it: 'Please insert information regarding 'Land use', 'Energy crop types and proportions' and 'Environmental quality assurance schemes'.
- Energy crop types and proportions**: A text input field. An annotation points to it: 'Please insert information regarding 'Land use', 'Energy crop types and proportions' and 'Environmental quality assurance schemes'.
- Environmental quality assurance schemes**: A text input field. An annotation points to it: 'Please insert information regarding 'Land use', 'Energy crop types and proportions' and 'Environmental quality assurance schemes'.
- Buttons**: 'OK', 'Cancel', and 'Print' buttons are at the bottom right. An annotation points to the 'OK' button: 'Once you have entered all of the relevant information please select 'OK'.

Please note editing of sustainability data can only be done when periodic data is editable (see Chapter 1).

You will then be returned to the screen in which you can input and submit periodic data. Continue to enter the rest of your periodic data and then select 'Submit'.

Editing, viewing and deleting previously entered fuel measurements

4.9 At step 3.7 there is the option to 'View', 'Edit' or 'Delete' a fuel measurement entry.

The screenshot shows the 'Periodic Data Submission' interface. On the left is a sidebar with navigation links: 'Fuel Management', 'Submit Periodic Data', 'Edit Periodic Data', 'View Periodic Submission History', and 'History'. The main area has a title 'Periodic Data Submission' and a green button 'Add New Fuel Measurement'. Below this is a table with 9 columns: Fuel Reference, Quantity of Fuel, Quantity Unit of Measure (UOM), Gross Calorific Value (GCV), Gross Calorific Unit of Measure (UOM), Energy Contribution (EC), Fossil Fuel Contamination %, and Energy contribution of contamination. The first row of data shows 'Non-household municipal waste - 1 | Non-household municipal waste' with various numerical values. In the first column of this row, there are three links: 'View', 'Edit', and 'Delete', which are circled in red. A red arrow points from a text box to this circle. At the bottom of the table are two green buttons: 'Continue Periodic data submission' and 'Print'.

Fuel Reference	Quantity of Fuel	Quantity Unit of Measure (UOM)	Gross Calorific Value (GCV)	Gross Calorific Unit of Measure (UOM)	Energy Contribution (EC)	Fossil Fuel Contamination %	Energy contribution of contamination
Non-household municipal waste - 1 Non-household municipal waste	100.00000000000000	Tonne	1.00000000000000	Not required	100.00000000000000	12.00000000000000	12.00000000000000

The option to 'Edit' and 'Delete' the fuel measurement

7.1. Once you have submitted your fuel measurements the above screen will appear. If you delete a fuel measurement from this particular submission you are not deleting the fuel from your application.

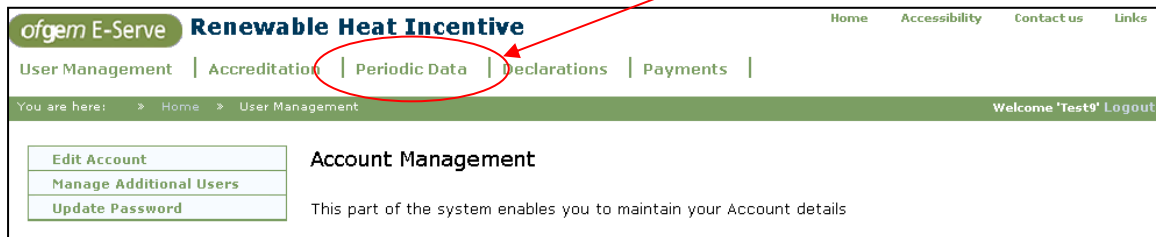
8. View Periodic Submission history

Chapter Summary

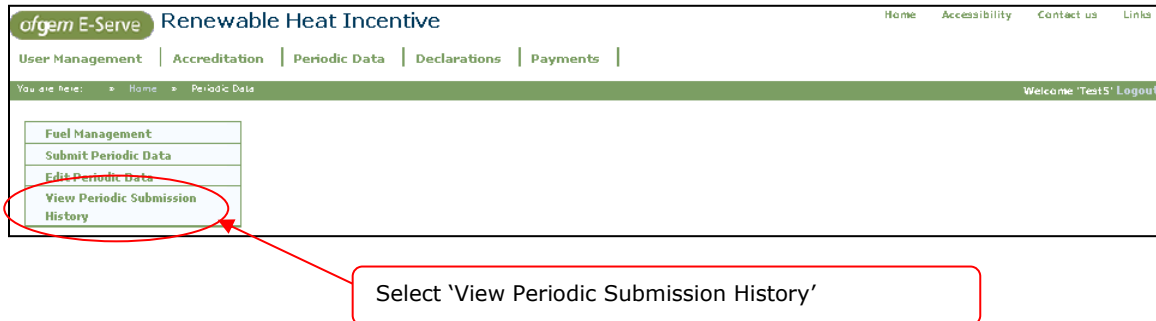
This chapter outlines how to view the periodic data you have submitted.

6.1 Select 'Periodic Data' from the top of the screen.

After logging onto the RHI Register select the 'Periodic Data' option



6.2 Select 'Periodic Data' from the top of the screen.



6.3 Enter the installation name and select 'Search'. If you would like to view a particular submission you can enter the date when you submitted the data.

[Fuel Management](#)
[Submit Periodic Data](#)
[Edit Periodic Data](#)
[View Periodic Submission History](#)

Periodic Data Search Criteria

Installation Name
 ?

Submission Date (From)
 ?

Submission Date (To)
 ?

6.4 Submissions which fit the criteria will be listed. If you wish to view a previous submission period select 'Previous Versions'.

[Fuel Management](#)
[Submit Periodic Data](#)
[Edit Periodic Data](#)
[View Periodic Submission History](#)

Periodic Data Search Criteria

Installation Name
 ?

Submission Date (From)
 ?

Submission Date (To)
 ?

Periodic Submissions

	RHI Number	Installation Name	Period Start Date	Period End Date	Date Submission	Current Submission Status
View Previous Versions	RHI0000000137	SB PDS decline	29/06/2012	28/09/2012	19/10/2012	Approved
View Previous Versions	RHI0000000137	SB PDS decline	29/03/2012	28/06/2012	14/07/2012	Approved
View Previous Versions	RHI0000000137	SB PDS decline	29/12/2011	28/03/2012	03/04/2012	Approved

Select 'View' to view that periods submission and 'Previous Versions' to view previous submissions

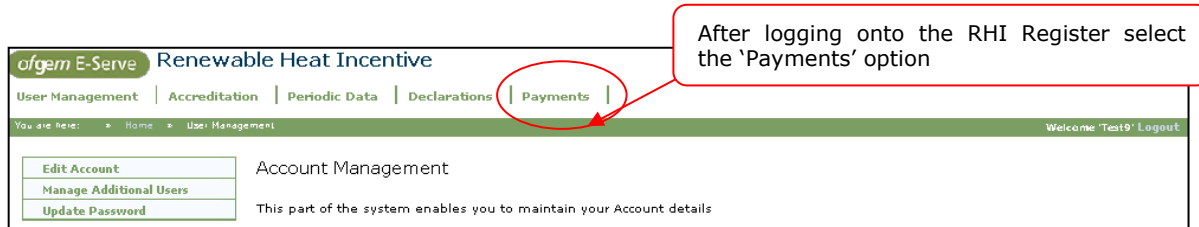
You will then be able to view the periodic data which has been submitted.

9. View Payment History

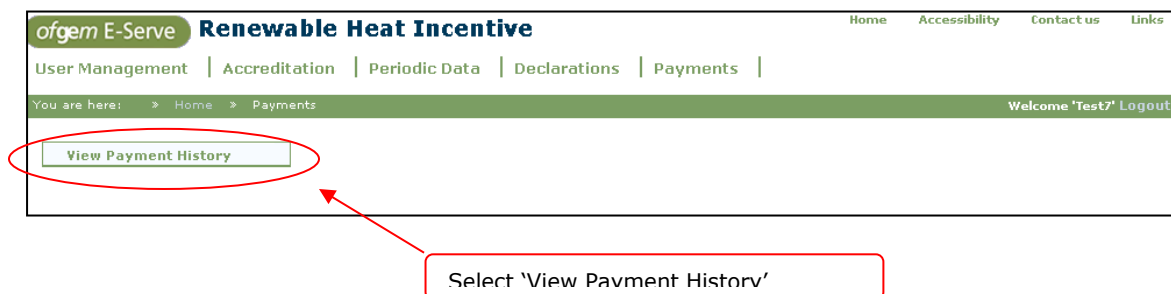
Chapter Summary

This chapter outlines how to view a history of your RHI account payments and the periodic data submission associated with a payment.

7.1 Having logged into the RHI Register select 'Payments' at the top of the screen.



7.2 Select 'View Payment History'.



The screen below will be displayed showing payments made against the installation

View Payment History					
	Periodic Submission Start	Periodic Submission End	Actual Payment Amount	Payment Reference Number	Payment Success / Failure Indicator
View	19/04/2012	18/07/2012	£50.00	BAC291012	Success
View	19/04/2012	18/07/2012	£2.00	BAC291012	Success

9.1. If no payments have been made then the message 'Sorry, no data' will appear.

10. Declarations

Chapter Summary

Outlines who is able to sign declarations; when declarations may be produced and how to access and sign annual declarations.

It is very important that you view and read each declaration before you 'sign' it. You can also print off a copy of the declaration. Signing the declaration by checking the 'I accept' box, as shown below, indicates that you have read and agreed to the declaration.

Declaration Signatory

4.1. Only an Authorised Signatory can sign a declaration. The Authorised Signatory will be asked to sign declarations confirming their agreement to the conditions of joining and remaining on the scheme.

When declarations must be signed

4.2. The Authorised Signatory will need to sign declarations at various stages; for example, for new account creation, at the submission of an accreditation application or when an application is edited and re-submitted and on an ongoing annual basis (annual declaration) when requested by Ofgem.

Annual Declarations

- 5.1 When an annual declaration is due, a notification email will be sent to the Authorised Signatory.
- 5.2 To sign an annual declaration, the Authorised Signatory will need to log into the RHI Register and select the Declaration link on the homepage and then select the annual declaration option.
- 5.3 After agreeing the annual declaration, a message will be displayed to confirm that the annual declaration option has been submitted.
- 5.4 All previously declared declarations can be viewed under the Declaration link on the homepage.

How to sign annual declarations

5.5 Check the 'I accept' box at the bottom of the page before selecting 'Submit'.

Ofgem E-Serve Renewable Heat Incentive

User Management | Accreditation | Periodic Data | Declarations | Payments

You are here: Home > Accreditation > Apply for Accreditation

Welcome 'OfgemTest' Logout

Apply for Accreditation

- Resume partially completed application
- FMS Submission
- Edit or view accreditation application

Sign declaration

I Barbara Appleby declare that, to the best of my knowledge and belief:

- The information provided as part of this application for accreditation to the Renewable Heat Incentive is accurate with respect to the renewable heat installation for which I am the applying to be the RHI participant (or nominated officer of the participant)
- I am the owner, or where the installation is jointly owned, I have the authority from all the other owners to be the participant for the purposes of the scheme
- The installation will be used in accordance with the eligibility criteria for the RHI, including in accordance with the conditions of accreditation set out in the Statement of Eligibility for the installation, which include but are not exclusive to the following:
 - liquid or steam are the only heat transfer media on which the RHI is being claimed
 - the heat on which RHI is being claimed is being used for space, water or process heating in a building or enclosed structure that is not a single domestic premises
 - RHI periodic support payments will not be claimed on heat that is generated solely for an ineligible purpose
- If accredited, the applicant, who is the owner or representative owner of the installation, will comply with all his ongoing obligations under the RHI scheme. These are set out in Volume Two of the Guidance document and include but are not limited to the following:
 - to ensure that periodic data provided to the Authority is accurate
 - to allow authorised persons reasonable access to the installation and to inspect and/or copy records connected with the generation or supply of the heat and the provision of meter volumes associated with the RHI installation
 - to ensure access for the purpose of inspections to any non-domestic part of the installation which is off-site by forming a contract with any party with rights over the off-site area
 - to confirm that the installation, including any meter and measuring equipment is maintained in line with manufacturer's instructions (where available) and that evidence of this maintenance such as maintenance invoices, receipts or certificates will be retained for the length of the participant's accreditation to the RHI scheme
 - to notify the Authority within 28 days of any change in ownership of or changes to your accredited installation or to any of the plants, including the installation of another plant, supplying heat to a heating system or which your accredited installation forms part
 - to provide to the Authority any information which the authority may reasonably request with in relation to the administration of the scheme within 7 days or such other reasonable timeframe specified by the Authority.

If any of these conditions are modified by Ofgem, the owners of accredited installations will be notified in advance.

☐ I accept

<< Previous Submit

Cancel Print application Save and Exit

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IMPORTANT:

Clicking the 'I accept' box indicates that you have read & agreed to the declaration

The declaration can only be signed by an Authorised Signatory

How to view previously signed declarations

5.6 From the menu at the top of the homepage select 'Declarations'.

Ofgem E-Serve Renewable Heat Incentive

User Management | Accreditation | Periodic Data | Declarations | Payments

You are here: Home

Welcome to the RHI system

After logging onto the RHI Register select the 'Declarations' option

5.7 Select 'View Agreed Declarations'.

ofgem E-Serve Renewable Heat Incentive

Home Accessibility Contact us Links

User Management | Accreditation | Periodic Data | Declarations | Payments |

You are here: Home > Declarations Welcome 'Test5' Logout

View Agreed Declarations

Select 'View Agreed Declarations'

5.8 Select the installation from the drop down menu and the declaration type you wish to view; whether it is information or annual.

View Agreed Declarations

Search Criteria

Installation: All Declaration Type: All

Search

Select the installation you wish to view the declaration of

Select the type of declaration you wish to view

5.9 Declarations which fit the requirements will be listed. Select 'View' to view the required declaration.

View Agreed Declarations

Search Criteria

Installation: All Declaration Type: All

Search

RHI Number	Installation Name	Declaration Type	View Declaration	Effective From Date	Effective To Date
RH10000000124	Biogas AD 150kW Test	Information	View	29/12/2011	28/12/2012
RH10000000128	Biogas 25kW Gas	Information	View	29/12/2011	28/12/2012
RH10000000130	ST 100kW Test	Information	View	29/12/2011	28/12/2012
RH10000000172	Test F S8 1500kwth	Information	View	04/04/2012	03/04/2013
RH10000000174	Test G S83000kwth	Information	View	04/04/2012	03/04/2013
RH10000000176	BiogasSimple	Information	View	04/04/2012	03/04/2013

Select 'View' to view a previously signed declaration

11. Reports

Chapter Summary

The RHI Regulations require Ofgem to publish information on an ongoing and periodic basis on the uptake of the RHI scheme. Some of this information will be made available directly from the RHI Register via publicly available reports. These reports are freely available to all visitors to the RHI Register website and do not need a user account to be accessed

- 5.1 Public reports for Great Britain can be accessed through the RHI Register at <https://rhi.ofgem.gov.uk>. For Northern Ireland Public Reports please visit <http://www.detini.gov.uk/>
- 5.2 To view reports for Great Britain select the menu option 'Public Reports' on the RHI Register home page, as shown below.

The screenshot shows the Ofgem E-Serve Renewable Heat Incentive website. The header includes the Ofgem logo and navigation links: Home, Accessibility, Contact us, and Links. The main heading is 'Welcome to the Ofgem Renewable Heat Incentive (RHI) Register'. Below this, there is a login section with fields for Username and Password, and buttons for 'Create a new RHI Account', 'Forgot my Password', and 'Login'. A list of services provided by the RHI Register is shown, including creating user accounts, accreditation, registration as a biomethane producer, maintaining details, and submitting periodic information. A red circle highlights the 'View Public Reports' link under the 'Please click here to view the RHI Scheme Guidance Documents' section. A red arrow points from this link to a callout box that says 'Click on 'Public Reports' link on the RHI Welcome screen'. Another red arrow points from the callout box to a second screenshot. This second screenshot shows a table titled 'View reports that are publicly available'. The table has a header row 'Reports' and a data row 'Renewable Heat Incentive Public Report'. A red circle highlights the 'View' link in the data row, with a red arrow pointing to it from the callout box.

Ofgem E-Serve Renewable Heat Incentive

Home Accessibility Contact us Links

You are here:

Welcome to the Ofgem Renewable Heat Incentive (RHI) Register

The RHI Register website has been developed to allow scheme participants to perform a range of administrative functions required for the RHI scheme.

The RHI Register will allow participants to:

- create and maintain user accounts to gain secure access to the RHI Register;
- apply for accreditation for an RHI eligible installation;
- apply for registration as a biomethane producer;
- maintain details of accredited/registered installations;
- submit periodic information, including meter readings, fuel measurements and sustainability information;
- submit annual declarations; and
- access reports

Enter your login details for the RHI Register

Username

Password

Create a new RHI Account Login

Forgot my Password

Please click here to view the RHI Scheme Guidance Documents

View Public Reports

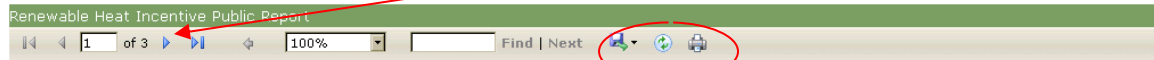
Click on 'Public Reports' link on the RHI Welcome screen

On the screen that is displayed click on 'view'

View reports that are publicly available

Reports
Renewable Heat Incentive Public Report
View

11.1. The screen below will be displayed and the user can then click on the page arrows to change between the countries within the RHI scheme (England, Wales, Scotland).



RHI Installations Report

This report provides current information as to the numbers of accredited installations/ registered biomethane producers within the RHI Scheme as well as heat/biomethane produced and subsequent payments made.

The data presented below is cumulative from the date of commencement of the scheme to the report run date which is shown below.

Please note the following:-

Great Britain and country totals may not match due to some installation locations not being allocated to postcode areas.

The RHI Register is populated with data from a live scheme, therefore data is subject to change without notice.

The totals of RHI periodic support payments shown below include any payment adjustments made for operational or administrative reasons.

Country: England

Report Run Date: 02/10/2014 13:54

Technology Type	No of accredited installations / Registered biomethane producers	Installed Capacity (MW)
Biogas	1	0.113
Solid Biomass Boiler	1925	412.979
Deep Geothermal	0	0.000
Ground Source Heat Pump (GSHP)	59	2.296
Municipal Solid Waste	0	0.000
Solar Thermal	74	0.888
Water Source Heat Pump (WSHP)	8	0.744
Bio-Methane	2	0.000

Tariff name	Eligible Heat Generated (kWh)	Biomethane (excluding fossil fuel content) (volume m3)	Energy Contribution of Biomethane in kWh	Payments made (£)
Small commercial biomass (Tier 1)	99,138,604.786	0.000	0.000	
Small commercial biomass (Tier 2)	28,087,993.456	0.000	0.000	
Medium commercial biomass (Tier 1)	134,914,841.435	0.000	0.000	
Medium commercial biomass (Tier 2)	75,864,514.537	0.000	0.000	
Large commercial biomass	46,284,918.151	0.000	0.000	
Small commercial heat pumps	1,982,810.961	0.000	0.000	
Large commercial heat pumps	1,894,159.000	0.000	0.000	
All Solar collectors	217,381.541	0.000	0.000	
Biomethane and biogas combustion (Biogas)	198,689.618	0.000	0.000	
Biomethane and biogas combustion (Biomethane)	0.000	2,190,123.446	22,417,316.876	

Click on Printer icon button for print options

Click on Refresh icon to refresh the data

Click on the Save icon to export the report to a different format e.g. PDF or spreadsheet

This report details how many installations we have accredited, the amount of heat generated and subsequent payments made to as part of the RHI scheme.



12. Support

Chapter Summary

Provides information regarding user support for the RHI Register and includes:

- how to access support
- telephone number & email address
- examples of the support provided & information which you will need to provide
- opening hours for support.

Access issues and general enquiries

Ofgem will provide both operational and technical support via the RHI team by email RHI.enquiry@ofgem.gov.uk or by telephone on **0845 200 2122**.

For any urgent enquires or IT related problems please contact the RHI team by telephone on the above number in order for your query to be dealt with as priority.

Examples of support provided include:

- Account access issues
- Queries on how to answer a specific question (but please refer to any help text in the first instance)
- General enquires (but please refer to the comprehensive Guidance in the first instance)

Support will operate during the following hours, unless otherwise specified.

9am – 5.00pm Monday to Thursday

9am – 4.30pm Friday

Please have your account details to hand when contacting the RHI team. If your enquiry is complex, or the matter cannot be easily dealt with, the issue may not be immediately resolved and a team member may have to call you back.

Information on any change to the operating hours will be featured on the RHI RSS feed on the Ofgem website: <https://www.ofgem.gov.uk/environmental-programmes/renewable-heat-incentive-rhi>

Accreditation application enquiries

Once you have made a submission, specific **accreditation application queries** raised by Ofgem or raised by you should be via RHI.accreditation@ofgem.gov.uk emailbox, **quoting your RHI installation number** in the subject line.

The phone number remains the same.

Please note that where your application has been set as back 'With Applicant', you **must** edit and update the application via the RHI Register to enable Ofgem to continue the review, maintain an audit trail for installation information, and provide an efficient service.

13. RHI Register and Use of Data

Ofgem ('We') are committed to protecting and respecting your privacy. This privacy policy sets out the basis on which any personal data and other information we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (the 'Act'), the data controller is Ofgem of 9 Millbank London SW1P 3GE. Our nominated representative for the purpose of the Act is the Head of Information Management.

Information we may collect from you

Any information you give to us on this application, together with any documents or information you may provide from time to time, will be used by Ofgem for the purpose of processing your application for accreditation for the Renewable Heat Incentive Scheme (the 'Scheme'), Scheme administration and compliance with our legal obligations, and is necessary for the purpose of our administration of the Scheme.

We may collect and process the following data about you or others:

- Information that you provide by filling in forms on our website or on hard copies and any further documents or information you may provide. If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research or statistical purposes, although you do not have to respond to them.

Before providing us with a third party's personal information, you must first obtain their consent to the processing, sharing and publication of that information as set out in this Privacy Policy.

Where we store your personal data

All information you provide to us is stored on our secure servers or, in the case of hard copies, in locked cabinets. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Uses made of the information

We may use your information, or disclose it to our agents, representatives or successors, or to other public bodies or third parties, for the following purposes:

- to enable us to inform you about, or provide literature or services about renewable heat and/or the Scheme;
- to carry out Ofgem's administrative functions in relation to the Scheme;
- to carry out statistical analysis or research and development in relation to the Scheme;
- to meet our legal obligations in relation to periodic provision of information to the Department of Energy and Climate Change ('DECC') and for Northern Ireland the Department of Enterprise, Trade and Investment ('DETI');
- to maintain a register of Scheme participants;
- to notify you about changes to our service; and
- for any of the purposes permitted by the Data Protection Act 1998.

We may also provide third parties with aggregate and non-attributable information about Scheme participants.

Disclosure of your information

We must protect the public funds we handle, so we may use the information you have given us to prevent and detect fraud. As part of this process, your information may be supplied to a Credit Reference Agency to make sure the information you have given us is correct. We may also share this information, for the same reasons, with other government organisations involved in the prevention and detection of crime.

We may also be required to disclose information, including information on installations or participants and other personal information we hold, to DECC or DETI upon request by them or to comply with legal obligations relating to the periodic provision of information to them. Where such information is provided to DECC or DETI in respect of large undertakings, details such as names, aid amount and intensity may also be passed onto the European Commission and published on their website.

Details of accredited installations, including technology type, installation capacity, accreditation date and payments received will be freely available to the general public.

Access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.